Free ITIL® v.3. Foundation

Exam Sample Paper 1

You have 1 hour to complete all 40 Questions

You must get 26 or more correct to pass

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1. What is the main reason for establishing a baseline?
   a) To standardise operation
   b) For knowing the cost of services provided
   c) For roles and responsibility to be clear
   d) For later comparison

2. Which of the following areas would technology help to support during the Service Design phase of the Lifecycle?
   1. Hardware and Software design
   2. Environmental design
   3. Process design
   4. Data design
   a) 1, 3 and 4 only
   b) 1, 2 and 3 only
   c) All of the above
   d) 2, 3 and 4 only

3. A Service owner is responsible for which of the following?
   a) Recommending improvements
   b) Designing and documenting a Service
   c) Carrying out the Service Operations activities needed to support a Service
   d) Producing a balanced scorecard showing the overall status of all Services
4. Setting policies and objectives is the primary concern of which of the following elements of the Service Lifecycle?
   a) Service Strategy
   b) Service Strategy and Continual Service Improvement
   c) Service Strategy, Service Transition and Service Operation
   d) Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

5. Which is the correct sequence of events in the selection of a technology tool?
   a) Select Product, Requirements, Selection Criteria, Evaluate Product
   b) Selection Criteria, Requirements, Evaluate Product, Select Product
   c) Requirements, Selection Criteria, Select Product, Evaluate Product
   d) Requirements, Selection Criteria, Evaluate Product, Select Product

6. Which of the following BEST describes the purpose of Event Management?
   a) The ability to detect events, make sense of them and determine the appropriate control action
   b) The ability to implement monitoring tools
   c) The ability to monitor and control the activities of technical staff
   d) The ability to report on the successful delivery of services by checking the uptime of infrastructure devices
7. A Service Level Package is best described as?

a) A definite level of utility and warranty associated with a core service package

b) A description of customer requirements used to negotiate a Service Level Agreement

c) A description of the value that the customer wants and for which they are willing to pay

d) A document showing the Service Levels achieved during an agreed reporting period

8. Which of the following is a characteristic of every process?

1. It is measurable

2. It is timely

3. It delivers a specific result

4. It responds to a specific event

5. It delivers its primary results to a customer or stakeholder

a) 1, 2, 3 and 4 only

b) 1, 2, 4 and 5 only

c) 1, 3, 4 and 5 only

d) All of the above

9. Which of the following statements is CORRECT about patterns of demand generated by the customer’s business?

a) They are driven by patterns of business activity

b) It is impossible to predict how they behave

c) It is impossible to influence demand patterns

d) They are driven by the delivery schedule generated by capacity management
10. Operations Control refers to?
   a) The managers of the Technical and Applications Management functions
   b) Overseeing the execution and monitoring of IT operational events and activities
   c) The tools used to monitor and display the status of the IT Infrastructure and Applications
   d) The situation where the Service Desk is required to monitor the status of the infrastructure when Operators are not available

11. The goal of Service Asset and Configuration Management is to?
   a) Account for all the financial assets of the organisation
   b) Provide a logical model of the IT infrastructure, correlating IT services and different IT components needed to deliver the services
   c) Build service models to justify ITIL implementations
   d) Implement ITIL across the organization

12. Which are the missing Service Operation processes from the following?
   1. Incident Management
   2. Problem Management
   3. Access Management
   4. ?
   5. ?
   a) Event Management and Request Fulfilment
   b) Event Management and Service Desk
   c) Facilities Management and Event Management
   d) Change Management and Service Level Management
13. What is the role of the Emergency Change Advisory Board (ECAB)?
   a) To assist the Change Manager in ensuring that no urgent changes are made during particularly volatile business periods
   b) To assist the Change Manager in implementing emergency changes
   c) To assist the Change Manager in evaluating emergency changes and to decide whether the change should be approved
   d) To assist the Change Manager in speeding up the emergency change process so that no unacceptable delays occur

14. What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?
   a) Configuration Baseline
   b) Change Baseline
   c) Asset Baseline
   d) Project Baseline

15. If an organisation is able to become more proactive in its ITSM processes, what is likely to happen to support costs?
   a) They are likely to increase gradually
   b) They are likely to increase dramatically
   c) They are likely to gradually reduce
   d) They are likely to reduce initially and then gradually return to the current level

16. Which of the following is NOT one of the ITIL core publications?
   a) Service Optimisation
   b) Service Transition
   c) Service Design
   d) Service Strategy
17 Consider the following statements:

1. CSI provides guidance on how to improve process efficiency and effectiveness
2. CSI provides guidance on how to improve services
3. CSI provides guidance on the improvement of all phases of the service lifecycle
4. CSI provides guidance on the measurement of processes and services

Which of the above statements is CORRECT?

a) 1 and 2 only
b) 2 only
c) 1, 2 and 3 only
d) All of the above

18. When analysing an outcome for creation of value for customers, what attributes of the service should be considered?

a) Objective, Metric, Desired outcome
b) Business objectives, IT objectives, Process metrics
c) Desired outcome, Supplier metrics, IT objectives
d) People, Products, Technology

19. Which of the following is NOT an objective of Service Operation?

a) Through testing, to ensure that services are designed to meet business needs
b) To deliver and support IT Services
c) To manage the technology used to deliver services
d) To monitor the performance of technology and processes
20. The four stages of the Deming Cycle are?
   a) Plan, Measure, Monitor, Report
   b) Plan, Check, Re-Act, Implement
   c) Plan, Do, Act, Audit
   d) Plan, Do, Check, Act

21. What type of improvement should be made by using the Deming Cycle?
   a) Steady, ongoing improvement
   b) Rapid, one-off improvement
   c) Quick wins
   d) Return on investment within 12 months

22. Which of the following activities is Service Level Management responsible for?
   a) Design the configuration management system from a business perspective
   b) Create technology metrics to align with customer needs
   c) Create a customer facing service catalogue
   d) Train service desk on how to deal with customer complaints about service

23. Technical Management is NOT responsible for?
   a) Maintenance of the technical Infrastructure
   b) Documenting and maintaining the technical skills required to manage and support the IT Infrastructure
   c) Defining the Operational Level Agreements for the technical teams
   d) Diagnosis of, and recovery from, technical failures
24. The BEST definition of an event is?
   a) An occurrence where a performance threshold has been exceeded and an agreed Service Level has already been impacted
   b) An occurrence that is significant for the management of the IT Infrastructure or delivery of services
   c) A known system defect that generates multiple incident reports
   d) A planned meeting of customers and IT staff to announce a new service or improvement programme

25. Which of the following statements are CORRECT about Functions?
   1. They provide structure and stability to organizations
   2. They are self-contained units with their own capabilities and resources
   3. They rely on processes for cross-functional coordination and control
   4. They are costlier to implement compared to processes

   a) 1, 2 and 3 only
   b) 1, 2 and 4 only
   c) All of the above
   d) None of the above

26. Business drivers and requirements for a new service should be considered during?
   a) Review of the router operating system patches
   b) Review of the current capabilities of IT service delivery
   c) The Post Implementation Review (PIR) of a change
   d) Decommissioning legacy servers
27. The following options are considered within which process?

1. Big bang vs Phased
2. Push and Pull
3. Automated vs Manual

   a) Incident Management
   b) Release and Deployment Management
   c) Service Asset and Configuration Management
   d) Service Catalogue Management

28. Which of the following identifies two Service Portfolio components within the Service Lifecycle?

   a) Service Pipeline and Service Catalogue
   b) Service Knowledge Management System and Service Catalogue
   c) Service Knowledge Management System and Requirements Portfolio
   d) Service Pipeline and Configuration Management System

29. Which of the following statements is CORRECT for all processes?

   a) They define activities, roles, responsibilities, functions and metrics
   b) They create value for stakeholders
   c) They are carried out by a Service Provider in support of a Customer
   d) They are units of organisations responsible for specific outcomes
30. The priority of an Incident refers to?
   a) The relative importance of the Incident based on impact and urgency
   b) The speed with which the Incident needs to be resolved
   c) The number of staff that will be assigned to work on the Incident so that it is resolved in time
   d) The escalation path that will be followed to ensure resolution of the Incident

31. Which of the following should be documented in an Incident Model?
   1. Details of the Service Level Agreement (SLA) pertaining to the incident
   2. Chronological order of steps to resolve the incident
   a) 1 only
   b) 2 only
   c) Both of the above
   d) Neither of the above

32. Which of the following is NOT an example of a Service Request?
   a) A user calls the Service Desk to order a toner cartridge
   b) A user calls the Service Desk because they would like to change the functionality of an application
   c) A Manager submits a request for a new employee to be given access to an application
   d) A user logs onto an internal web site to download a licensed copy of software from a list of approved options
33. Which of the following BEST describes a Local Service Desk structure?
   a) A Service Desk that also provides onsite technical support to its users
   b) A Service Desk where analysts only speak one language
   c) A Service Desk that is situated in the same location as the users it serves
   d) A Service Desk that could be in any physical location but uses telecommunications and IT systems to make it appear that they are in the same location

34. Which of the following are the three main types of metrics as defined in Continual Service Improvement (CSI)?
   1. Process Metrics
   2. Supplier Metrics
   3. Service Metrics
   4. Technology Metrics
   5. Business Metrics
   a) 1, 2 and 3
   b) 2, 4 and 5
   c) 1, 3 and 4
   d) 1, 2 and 4
35. Which of the following statements about Supplier Management is INCORRECT?
   a) Supplier Management negotiates internal and external agreements to support the delivery of services
   b) Supplier Management ensures that suppliers meet business expectations
   c) Supplier Management maintains information in a Supplier and Contract Database
   d) Supplier Management should be involved in all stages of the service lifecycle, from Strategy through Design and Transition to Operations and Improvement

36. Which of the following statements is CORRECT?
   1. Only one person can be responsible for an activity
   2. Only one person can be accountable for an activity

   a) All of the above
   b) 1 only
   c) 2 only
   d) None of the above

37. What is the RACI model used for?
   a) Documenting the roles and relationships of stakeholders in a process or activity
   b) Defining requirements for a new service or process
   c) Analysing the business impact of an incident
   d) Creating a balanced scorecard showing the overall status of Service Management
38. The main objective of Availability Management is?
   a) To monitor and report availability of services and components
   b) To ensure that all targets in Service Level Agreements (SLAs) are met
   c) To guarantee availability levels for services and components
   d) To ensure that service availability matches or exceeds the agreed needs of the business

39. Incident Management has a value to the business by?
   a) Helping to control infrastructure cost of adding new technology
   b) Enabling users to resolve Problems
   c) Helping to align people and process for the delivery of service
   d) Contributing to the reduction of impact

40. The extent of CI information held in the CMS should:
   A Be as detailed as possible so that frequent reports can be produced to avoid spending a lot of money
   B Be as high level as possible
   C Match the organisation’s requirement for information to be held
   D Vary according to cost
Answers for sample paper 1

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1 | D |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 2 | C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 3 | A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 4 | A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 5 | D |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 6 | A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 7 | A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 8 | C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 9 | A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 10| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 11| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 12| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 13| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 14| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 15| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 16| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 17| D |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 18| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 19| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 20| D |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 21| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 22| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 23| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 24| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 25| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 26| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 27| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 28| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 29| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 30| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 31| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 32| B |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 33| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 34| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 35| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 36| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 37| A |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 38| D |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 39| D |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 40| C |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |