

# SAMPLE PAPER 1

### QUESTION 1

Which of the following statements is INCORRECT?

- A. Problem Management may be involved when a major incident occurs
- B. The Service Desk monitors problems throughout their life cycles.
- C. Problem Management is responsible for managing the resolution of problems.
- D. Problem management is responsible for Error control

### QUESTION 2

For which of the following activities is the Service Desk NOT responsible?

- A. Impact Analysis
- B. Root Cause identification
- C. Categorisation and Prioritisation
- D. Escalation

### QUESTION 3

Which of these is not part of Capacity Management?

- A. Tuning
- B. Demand Management
- C. Application sizing
- D. Maintainability

### QUESTION 4

Following the release of a software upgrade to a fix known error, which process is responsible for ensuring that the CMDB has been updated correctly?

- A. Change Management
- B. Problem Management
- C. Configuration Management
- D. Release Management

### QUESTION 5

Consider the following situations:

1. An incident exceeds the downtime supplied within a SLA
2. The business impact of an incident increases due to unforeseen circumstances
3. The number of users impacted by an incident is greater than first thought
4. A senior manager in the customers' organization complains about the lack of progress being made on a particular incident.

Which of the following could be valid reasons for the Service Desk to invoke escalation procedures?

- A. All four
- B. 2,3 & 4
- C. 1,2 & 3
- D. 1,3 & 4

**QUESTION 6**

A customer has requested a review of charges for services provided under an SLA. Within the SLA there is a provision for this. Who will review the charges with the customer?

- A. The IT Finance Manager
- B. The Configuration Manager
- C. The Service Level Manager
- D. The Change Manager

**QUESTION 7**

Which of the following is the last activity in the Problem Management process?

- A. The referral of any associated RFCs to change Management
- B. Log the Problem
- C. Closing the Problem record, having completed all Problem Management activities.
- D. Initiating a review of the problem and its impact.

**QUESTION 8**

Which of the following could be considered a valid reason for a business not having any continuity plans for a specific IT Service?

- A. The IT Department does not have the skills for developing continuity plans
- B. The IT Department has made a decision that the risk of disaster is small
- C. The business does not have time to be involved in preparing continuity plans
- D. A management has been decision has been made following a business impact assessment.

**QUESTION 9**

Which of the following is NOT a Problem Management responsibility?

- A. Ownership of an incident throughout its lifecycle
- B. Investigation & Diagnosis
- C. Raising Requests For Change
- D. Maintenance of a Known Error Database.

**QUESTION 10**

Change Management ensures that scheduling decisions are based on:

1. Urgency
2. Impact
3. Resource

Which of the above are correct?

- A. 1 & 2
- B. All Three
- C. 1 & 3
- D. 2 & 3

**QUESTION 11**

Writing of an equal amount of an asset's value each year, usually a fixed percentage of cost, is known as .....

- A. Transfer cost
- B. Discounted cash flow
- C. Net Book Value
- D. Depreciating

**QUESTION 12**

When establishing a new SLA, which of the following should the Service Level Manager take into account?

1. The new SLA can meet the targets agreed with the customer
2. That the condition in other existing SLAs can continue to be met
3. That the possible impact of changes to the SLA can be identified.

Of the above, which is true?

- A. 1 & 2
- B. 2 & 3
- C. 1,2 & 3
- D. 1 & 3

**QUESTION 13**

There is a Network Incident that affects 200 desktops. At the same time the Managing Director's printer has broken and he wants a report now. Which of the following statements can be deduced from this information?

- A. There is insufficient information to determine which incident has the higher priority
- B. The Managing Director's printer must be fixed because of the higher business impact
- C. Both incidents have an equally high priority.
- D. The Network incident has a higher priority than the Managing Director's printer because it affects a lot more people.

**QUESTION 14**

Which of the following is NOT a concern of Resource Capacity Management?

- A. Differential charging for exceptional workloads
- B. Establishing the profile of use of CIs
- C. Resilience if CIs
- D. Knowledge of alternative technologies

**QUESTION 15**

Under an ITIL Change Management Process, once a change has been built, who should undertake testing?

- A. The Change builder
- B. The Change Manager
- C. The Change Advisory Board

D. An Independent Tester

**QUESTION 16**

Consider this list:

1. Analytical
2. Simulation
3. Demand
4. Resource

Which of those listed above are the techniques of IT Modelling?

- A. 3 & 4
- B. 1 & 2
- C. 2 & 3
- D. 1 & 4

**QUESTION 17**

A Known error occurs when:

- A. An error has occurred several times and has been passed to Problem Management
- B. An error occurs that has not been diagnosed and for which a circumvention does not yet exist
- C. A problem has been diagnosed and a resolution or circumvention exists
- D. The resolution of a problem has been implemented

**QUESTION 18**

Which of the following is NOT true?

- A. Maintaining the agreed level of Data Confidentiality is a concern of Availability Management
- B. Availability Management should contribute to the design and development of new software products
- C. Availability Management negotiates availability levels with customers to ensure that their requirements are met
- D. Availability management is concerned with the performance of Hardware CIs

**QUESTION 19**

The term "variant" is best used to describe:

- A. Unauthorized or Illegal versions of software
- B. An incident which has the same impact as an existing known error but a different root cause
- C. A CI based on another, but with minor amendments applied
- D. The difference between forecast and actual resource usage.

**QUESTION 20**

Consider the following information:

1. Type identity
2. Unique identifier

3. Version Number
4. Copy Number

Which of the above details must be recorded for every CI in the CMDB?

- A. 1 & 2
- B. 1, 3 & 4
- C. All of them
- D. 2 & 3.

### **QUESTION 21**

Which of the following is NOT a responsibility of the IT Service Continuity planning team?

- A. Outlining possible measures to protect an IT Service
- B. Deciding the business criticality of an IT Service
- C. Testing the plans for recovery of an IT Service
- D. Identifying the risks to an IT Service

### **QUESTION 22**

Which of the following abbreviations most accurately represents "downtime"?

- A) MTTR
- B) CFIA
- C) MTBF
- D) MTBSI

### **QUESTION 23**

Which of the correct combinations of terms and Service Management processes?

- |         |                             |
|---------|-----------------------------|
| 1. CMDB | A. Availability Management  |
| 2. CFIA | B. Release Management       |
| 3. DHS  | C. Service Level Management |
| 4. OLA  | D. Configuration Management |
- 
- A. 1-D, 2-C, 3-A, 4-B
  - B. 1-D, 2-A, 3-B, 4-C
  - C. 1-B, 2-A, 3-C, 4-D

### **QUESTION 24**

Which of the following best describes "Reliability"?

- A. The Combination of confidentiality, integrity and maintainability
- B. The ability of a service to remain functional even though some components have failed
- C. The ability of a CI to remain functional under giving conditions
- D. The ability of a VI to be retained in, or restored to an operational state

### **QUESTION 25**

Which of the following activities is the responsibility of Change Management?

- A. Reviewing changes to ensure they have worked

- B. Creating a change to rectify a known error
- C. Determining the release strategy for a major change
- D. Implementing a software change at a remote site

**QUESTION 26**

Within an ITIL Compliant Change Management Process, who decides on the categorisation of a proposed change?

- A. Change Manager
- B. Change Advisory Board
- C. Change Requestor
- D. Change Implementer

**QUESTION 27**

An advantage of a gradual recovery portable approach is that:

- A. Restoration of telecommunications will be simple
- B. It can be established in a convenient location
- C. It is the cheapest option
- D. Access to the site will be available immediately

**QUESTION 28**

Which of the following is NOT a part of the Release Process?

- A. Moving software from the DSL to the Development Environment
- B. Moving software from the DSL to the Live Environment
- C. Moving software from the development to the Test Environment
- D. Moving software from the live environment to the DSL

**QUESTION 29**

Charging business users a premium rate for using resources at peak time is known as?

- A. Peak Resource Charging
- B. Differential charging
- C. Notional Charging
- D. Discounting

**QUESTION 30**

Which of the following statements best describes the Definitive Software Library?

- A. A secure software library containing all versions of software CIs in their definitive, quality controlled form
- B. A logical library held securely on a computer, containing all versions of software CIs
- C. A Secure physical library containing the latest version of every software CI in a quality controlled manner
- D. A Logical library, held securely on computer, containing the latest version of every software CI

**QUESTION 31**

Which is the correct combination of concepts and Service Management processes?

- |                |                               |
|----------------|-------------------------------|
| 1. Risks       | A. Capacity Management        |
| 2. Reliability | B. Release Management         |
| 3. Thresholds  | C. Availability Management    |
| 4. Roll-Outs   | D. IT Service Continuity Plan |

- A. 1-B, 2-A, 3-D, 4-C
- B. 1-C, 2-A, 3-D, 4-B
- C. 1-D, 2-C, 3-A, 4-B
- D. 1-C, 2-D, 3-B, 4-A

### QUESTION 32

One reason for building a cost model is so that?

- A. Charges will reflect what the market will bear
- B. It can be related directly to its constituent units
- C. The cost of IT can be aligned to business activities
- D. It is easy for IT to calculate

### QUESTION 33

A "Fortress" approach to IT Service Continuity planning means:

- A. Not having an alternative site to move to
- B. Having a mirrored service in another location
- C. Taking the best of all other approaches
- D. Having a reciprocal arrangement with another disaster-proof organization

### QUESTION 34

Which of the following is NOT an aim of the Release Management Process?

- A. To assess the impact of software changes
- B. To agree the content of software releases, through Liaison with Change Management
- C. To design and implement effective procedures for the distribution of changes to software across the organization
- D. To prevent software viruses entering the organization

### QUESTION 35

Risk assessment is NOT a major part of which of the following processes?

- A. Service Level Management
- B. IT Service Continuity Management
- C. Change Management
- D. Availability Management

### QUESTION 36

Which of the following is most involved with day-to-day maintenance of quality services?

- A. Customer Services
- B. Applications Development

- C. Service Delivery
- D. Service Support

**QUESTION 37**

The Service Level Manager requires confirmation that the Internal Service desk can answer a certain percentage of calls within 10 seconds. In what document would the Service Desk's agreement to this requirement be recorded?

- A. Internal Specification sheet
- B. Operational Level agreement
- C. Service Level Agreement
- D. An Underpinning third party contract

**QUESTION 38**

Which of the following is NOT part of the role of the Service Desk?

- A. Providing support to the user community
- B. Resolving the root causes of incidents
- C. Acting as day-to-day interface between IT Services and users
- D. Monitoring the progress of incidents

**QUESTION 39**

Which of the following would NOT normally be regarded as one of the major input cost elements of an IT Cost model?

- A. Accommodation
- B. Transfer
- C. Software
- D. Service

**QUESTION 40**

Items of Information stored in the CMDB relating to a specific CI are known as?

- A. Components
- B. Features
- C. Attributes
- D. Characteristics