ITIL V3/2011

Simulazione d'esame
ITIL Foundation

L'esame consiste in 40 domande a risposta multipla.

Il tempo a disposizione è di 60 minuti (equivalente a 1,5 minuti per ciascuna domanda).

Per superare l'esame occorre rispondere correttamente al 65% delle domande
(26 domande su 40).

Question 1

Which of the following is the BEST definition of an Incident?

    A. Loss of ability to operate to specification, or to deliver the required output

    B. A change of state which has significance for the management of a Configuration Item or IT Service

    C. A warning that a threshold has been reached, something has changed, or a failure has occurred

    D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Question 2

What is a RACI model used for?

    A. Defining roles and responsibilities

    B. Monitoring services

    C. Performance analysis

    D. Recording Configuration Items

Question 3

Which of the following statements is CORRECT?

    A. The CMS is part of the Configuration Management Data Base (CMDB)

    B. The KEDB and the CMS form part of the larger SKMS

    C. The Service Knowledge Management System (SKMS) is part of the CMS

    D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

Question 4

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

    A. Service Transition

    B. Service Design

    C. Service Strategy

    D. Service Operation

Question 5

Which one of the following would NOT involve event management?

    A. Intrusion detection

    B. Recording and monitoring environmental conditions in the data centre

    C. Recording service desk staff absence

    D. Monitoring the status of configuration items

Question 6

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

A. Services and Infrastructure
B. Applications and Infrastructure
C. Resources and Capabilities
D. Utility and Warranty

Question 7

Which of the following is NOT one of the five individual aspects of Service Design?

A. The design of the Service Portfolio, including the Service Catalogue
B. The design of Market Spaces
C. The design of new or changed services
D. The design of the technology architecture and management systems

Question 8

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

A. Service Catalogue Manager
B. IT Designer/Architect
C. Process Manager
D. Supplier Manager

Question 9

Which of the following sentences BEST describes a Standard Change?

A. A change to the service provider's established policies and guidelines
B. A pre-authorized change that has an accepted and established procedure
C. A change that is made as the result of an audit
D. A change that correctly follows the required change process

Question 10

Which of the following questions does Service Strategy help answer with its guidance?
1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

A. 3 only
B. 1 only
C. 2 only
D. All of the above

Question 11

Effective release and deployment management enables service provider to add value to the business by?
   A. Ensuring that all assets are accounted for
   B. Ensures that the fastest servers are purchased
   C. Delivering change, faster and at optimum cost and minimized risk
   D. Verifying the accuracy of all items in the configuration management database

Question 12

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

   A. Each stage should be carried out once in the order Plan-Do-Check-Act
   B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
   C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
   D. The entire cycle should be repeated multiple times to implement Continual Improvement

Question 13

Within the Continual Service Improvement (CSI) 7-Step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"?

   A. Service Strategy
   B. Service Design
   C. Service Operation
   D. Service Transition

Question 14

Which of the following are responsibilities of a Service Level Manager?
1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

   A. 1 and 3 only
   B. All of the above
   C. 2 and 3 only
   D. 1 and 2 only

Question 15

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

   A. People, process, partners, performance
   B. Performance, process, products, plans
   C. People, process, products, partners
   D. People, products, plans, partners

Question 16

The MAIN purpose of the Service Portfolio is to describe services in terms of?

    A. Business Value
    B. Functionality
    C. IT Assets
    D. Service Level Requirements

Question 17

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

    A. Whether to buy an application or build it
    B. Should application development be out sourced
    C. Who the vendor of the storage devices will be
    D. Where the vendor of an application is located

Question 18

Service Acceptance criteria are used to?

    A. Ensure the design stage of the Lifecycle
    B. Ensure Portfolio Management is in place
    C. Ensure delivery and support of a service
    D. Ensure service Key Performance Indicators (KPIs) are reported

Question 19

Contracts relating to an outsourced Data Centre would be managed by?

    A. Service Desk
    B. Facilities Management
    C. Technical Management
    D. IT Operations Control

Question 20

Which of the following statements is CORRECT for every process?
1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

    A. Both of the above
    B. 1 only
    C. Neither of the above
    D. 2 only

Question 21

Which process is responsible for discussing reports with customers showing whether services have met their targets?

    A. Availability Management
    B. Service Level Management
    C. Continual Service Improvement
    D. Business Relationship Management

Question 22

What are the three Service Provider business models?

    A. Internal Service provider, External Service provider, Outsourced 3rd Party
    B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
    C. Internal Service provider, Outsourced 3rd party and Off-shore party
    D. Internal Service provider, External Service provider, Shared Service Provider

Question 23

Which of the following statements is CORRECT?
1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

    A. Both of the above
    B. Neither of the above
    C. 2 only
    D. 1 only

Question 24

Which of the following is NOT an aim of the Change Management process?

    A. Overall business risk is optimized
    B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
    C. All budgets and expenditures are accounted for
    D. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System

Question 25

Which of the following is NOT an objective of Problem Management?

    A. Minimizing the impact of Incidents that cannot be prevented
    B. Preventing Problems and resulting Incidents from happening
    C. Eliminating recurring Incidents
    D. Restoring normal service operation as quickly as possible and minimizing adverse impact on the business

Question 26

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

    A. Service Portfolio Management
    B. Service Level Management
    C. Component Capacity Management
    D. Demand Management

Question 27

Which is NOT a purpose of Service Transition?

    A. Ensure that a service can be managed, operated and supported.
    B. Provide quality knowledge of Change, Release and Deployment Mgmt.
    C. Plan and manage the capacity and resource requirements to manage a release.
    D. Provide training and certification in project management.

Question 28

Which of the following areas would technology help to support during the Service Lifecycle?
1. Data mining and workflow
2. Measurement and reporting
3. Release and deployment
4. Process Design

    A. 2, 3 and 4 only
    B. 1, 3 and 4 only
    C. 1, 2 and 3 only
    D. All of the above

Question 29

What is the definition of an Alert?

    A. An error message to the user of an application
    B. A warning that a threshold has been reached or that something has changed
    C. A type of Incident
    D. An audit report that indicates areas where IT is not performing according to agreed procedures

Question 30

Which of the following would NOT be a task carried out by the Request Fulfilment process?

    A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
    B. Provision of a channel for users to request and receive standard services for which a predefined approval and qualification process exists
    C. Provision of information used to compare actual performance against design standards
    D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Question 31

Which of the following CANNOT be stored and managed by a tool?

- A. Data
- B. Wisdom
- C. Information
- D. Knowledge

Question 32

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics measure the end to end service;
  Technology metrics measure individual components
- B. Service metrics measure maturity and cost;
  Technology metrics measure efficiency and effectiveness
- C. Service metrics include critical success factors and Key Performance Indicators;
  Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes;
  Technology metrics measure the infrastructure

Question 33

The term 'Service Management' is best used to describe?

- A. Units of organizations with roles to perform certain activities
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. The management of functions within an organization to perform certain activities
- D. A set of specialized organizational capabilities for providing functions to customers in the form of services

Question 34

Which Service Design process makes the most use of data supplied by Demand Management?

- A. IT Service Continuity Management
- B. Service Level Management
- C. Service Catalogue Management
- D. Capacity Management

Question 35

A Service Level Agreement is?

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and their customer
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and an internal organization

Question 36

Which is the first step in the 7-Step Improvement Process?

   A. Where are we now?
   B. Identify gaps in Service Level Agreement (SLA) achievement
   C. Prepare for action
   D. Define what you should measure

Question 37

Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

   A. The Request Fulfillment Process Manager
   B. The Request Fulfillment Process Owner
   C. The Service Manager
   D. The Service Desk Manager

Question 38

Which of the following statements BEST describes a Definitive Media Library (DML)?

   A. A secure location where definitive hardware spares are held
   B. A secure electronic library that contains all copies of software and licenses
   C. A secure library where definitive authorized versions of all software and back-ups are stored and protected
   D. A secure library where definitive authorized versions of all media Configuration Items (CIs) are stored and protected

Question 39

Which of these is NOT a responsibility of Application Management?

   A. Ensuring that the correct skills are available to manage the infrastructure
   B. Providing guidance to IT Operations about how best to manage the application
   C. Deciding whether to buy or build an application
   D. Assisting in the design of the application

Question 40

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

   A. Excessive focus on quality
   B. Excessively reactive
   C. Excessively proactive
   D. Excessive focus on cost