



The ITIL® Foundation Examination

Sample Paper A, version 5.1

Multiple Choice

Instructions

- 1. All 40 questions should be attempted.*
- 2. All answers are to be marked on the answer grid provided.*
- 3. You have 60 minutes to complete this paper.*
- 4. You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.*

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1. What types of changes are NOT usually included within the scope of change management?
 - a) Changes to a mainframe computer
 - b) Changes to business strategy
 - c) Changes to a service level agreement (SLA)
 - d) The retirement of a service

2. Which of the following is NOT a purpose of service operation?
 - a) To undertake testing to ensure services are designed to meet business needs
 - b) To deliver and manage IT services
 - c) To manage the technology used to deliver services
 - d) To monitor the performance of technology and processes

3. What does the term IT operations control refer to?
 - a) Managing the technical and applications management functions
 - b) Overseeing the execution and monitoring of operational activities and events
 - c) A set of tools used to monitor and display the status of the IT infrastructure and applications
 - d) A service desk monitoring the status of the infrastructure when operators are not available

4. Which process is responsible for recording relationships between service components?
 - a) Service level management
 - b) Service portfolio management
 - c) Service asset and configuration management (SACM)
 - d) Incident management

5. What is the RACI model used for?
 - a) Documenting the roles and responsibilities 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

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6. Which of the following is the BEST description of an operational level agreement (OLA)?
- a) An agreement between an IT service provider and another part of the same organization that assists in the provision of services
 - b) A written agreement between the IT service provider and their customer(s) defining key targets and responsibilities of both parties
 - c) An agreement between two service providers about the levels of service required by the customer
 - d) An agreement between a third party service desk and the IT customer about fix and response times
7. What is the MAIN purpose of availability management?
- a) To monitor and report availability of components
 - b) To ensure that all targets in the service level agreements (SLAs) are met
 - c) To guarantee availability levels for services and components
 - d) To ensure that service availability meets the agreed needs of the business
8. Which of the following does service transition provide guidance on?
- 1. Introducing new services
 - 2. Decommissioning services
 - 3. Transfer of services between service providers
- a) 1 and 2 only
 - b) 2 only
 - c) All of the above
 - d) 1 and 3 only
9. Which one of the following is NOT a stage of the service lifecycle?
- a) Service optimization
 - b) Service transition
 - c) Service design
 - d) Service strategy

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10. Which one of the following statements about a configuration management system (CMS) is CORRECT?
- a) The CMS should not contain corporate data about customers and users
 - b) There may be more than one CMS
 - c) There should not be more than one configuration management database (CMDB)
 - d) If an organization outsources its IT services there is still a need for a CMS
11. What are the three sub-processes of capacity management?
- a) Business capacity management, service capacity management and component capacity management
 - b) Supplier capacity management, service capacity management and component capacity management
 - c) Supplier capacity management, service capacity management and technology capacity management
 - d) Business capacity management, technology capacity management and component capacity management
12. Which of the following would be stored in the definitive media library (DML)?
- 1. Copies of purchased software
 - 2. Copies of internally developed software
 - 3. Relevant licence documentation
 - 4. The change schedule
- a) All of the above
 - b) 1 and 2 only
 - c) 3 and 4 only
 - d) 1, 2 and 3 only
13. Which process is responsible for reviewing operational level agreements (OLAs) on a regular basis?
- a) Supplier management
 - b) Service level management
 - c) Service portfolio management
 - d) Demand management

14. Which role should ensure that process documentation is current and available?
- a) The service owner
 - b) The chief information officer
 - c) Knowledge management
 - d) The process owner
15. Which of the following does the release and deployment management process address?
- 1. Defining and agreeing release and deployment plans
 - 2. Ensuring release packages can be tracked
 - 3. Authorizing changes to support the process
- a) 1 and 2 only
 - b) All of the above
 - c) 2 and 3 only
 - d) 1 and 3 only
16. Which of the following are characteristics of every process?
- 1. It is measurable
 - 2. It delivers a specific result
 - 3. It delivers its primary results to a customer or stakeholder
- a) 1 and 3 only
 - b) 1 and 2 only
 - c) 2 and 3 only
 - d) All of the above
17. Which of the following are key ITIL characteristics that contribute to its success?
- 1. It is vendor-neutral
 - 2. It is non-prescriptive
 - 3. It is best practice
 - 4. It is a standard
- a) 3 only
 - b) 1, 2 and 3 only
 - c) All of the above
 - d) 2, 3 and 4 only

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18. Who should be granted access to the information security policy?
- a) Senior business managers and IT staff
 - b) Senior business managers, IT executives and the information security manager
 - c) All customers, users and IT staff
 - d) Information security management staff only
19. Which of the following are valid elements of a service design package (SDP)?
- 1. Agreed and documented business requirements
 - 2. A plan for transition of the service
 - 3. Requirements for new or changed processes
 - 4. Metrics to measure the service
- a) 1 only
 - b) 2 and 3 only
 - c) 1, 2 and 4 only
 - d) All of the above
20. Which of the following are examples of tools that might support the service transition stage of the service lifecycle?
- 1. A tool to store definitive versions of software
 - 2. A workflow tool for managing changes
 - 3. An automated software distribution tool
 - 4. Testing and validation tools
- a) 1, 3 and 4 only
 - b) 1, 2 and 3 only
 - c) All of the above
 - d) 2, 3 and 4 only
21. Which of the following statements about problem management is/are CORRECT?
- 1. It ensures that all resolutions or workarounds that require a change to a configuration item (CI) are submitted through change management
 - 2. It provides management information about the cost of resolving and preventing problems
- a) 1 only
 - b) 2 only
 - c) Both of the above
 - d) Neither of the above

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22. What is the purpose of the request fulfilment process?
- a) Dealing with service requests from the users
 - b) Making sure all requests within an IT organization are fulfilled
 - c) Ensuring fulfilment of change requests
 - d) Making sure the service level agreement (SLA) is met
23. Which statement about value creation through services is CORRECT?
- a) The customer's perception of the service is an important factor in value creation
 - b) The value of a service can only ever be measured in financial terms
 - c) Delivering service provider outcomes is important in the value of a service
 - d) Service provider preferences drive the value perception of a service
24. Which one of the following statements about internal and external customers is MOST correct?
- a) External customers should receive better customer service because they pay for their IT services
 - b) Internal customers should receive better customer service because they pay employee salaries
 - c) The best customer service should be given to the customer that pays the most money
 - d) Internal and external customers should receive the level of customer service that has been agreed
25. Which one of the following should IT services deliver to customers?
- a) Capabilities
 - b) Cost
 - c) Risk
 - d) Value
26. Which one of the following activities is part of the service level management (SLM) process?
- a) Designing the configuration management system from a business perspective
 - b) Creating technology metrics to align with customer needs
 - c) Monitoring service performance against service level agreements (SLAs)
 - d) Training service desk staff how to deal with customer complaints about service

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27. Which one of the following BEST summarizes 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 detect events, restore normal service as soon as possible and minimize the adverse impact on business operations
 - 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
28. Which one of the following should a service catalogue contain?
- a) The version information of all software
 - b) The organizational structure of the company
 - c) Asset information
 - d) Details of all operational services
29. What does "Warranty of a service" mean?
- a) The service is fit for purpose
 - b) There will be no failures in applications and infrastructure associated with the service
 - c) All service-related problems are fixed free of charge for a certain period of time
 - d) Customers are assured of certain levels of availability, capacity, continuity and security
30. Which is the first activity of the continual service improvement (CSI) approach?
- a) Understand the business vision and objectives
 - b) Carry out a baseline assessment to understand the current situation
 - c) Agree on priorities for improvement
 - d) Create and verify a plan
31. Which one of the following is a benefit of using an incident model?
- a) It will make problems easier to identify and diagnose
 - b) It means known incident types never recur
 - c) It provides pre-defined steps for handling particular types of incidents
 - d) It ensures all incidents are easy to solve

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32. Which one of the following is the CORRECT sequence of activities for handling an incident?
- a) identification, logging, categorization, prioritization, initial diagnosis, escalation, investigation and diagnosis, resolution and recovery, closure
 - b) prioritization, identification, logging, categorization, initial diagnosis, escalation, investigation and diagnosis, resolution and recovery, closure
 - c) identification, logging, initial diagnosis, categorization, prioritization, escalation, resolution and recovery, investigation and diagnosis, closure
 - d) identification, initial diagnosis, investigation, logging, categorization, escalation, prioritization, resolution and recovery, closure
33. Which service lifecycle stage ensures that measurement methods will provide the required metrics for new or changed services?
- a) Service design
 - b) Service operation
 - c) Service strategy
 - d) Service delivery
34. Which of the following processes are concerned with managing risks to services?
- 1. IT service continuity management
 - 2. Information security management
 - 3. Service catalogue management
- a) All of the above
 - b) 1 and 3 only
 - c) 2 and 3 only
 - d) 1 and 2 only
35. Which one of the following is NOT a type of metric described in continual service improvement (CSI)?
- a) Process metrics
 - b) Service metrics
 - c) Personnel metrics
 - d) Technology metrics

36. Which statement about the relationship between the configuration management system (CMS) and the service knowledge management system (SKMS) is CORRECT?
- a) The SKMS is part of the CMS
 - b) The CMS is part of the SKMS
 - c) The CMS and SKMS are the same thing
 - d) There is no relationship between the CMS and the SKMS
37. 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 by implementing emergency changes
 - c) To assist the change manager in evaluating emergency changes and to decide whether they should be authorized
 - d) To assist the change manager in speeding up the emergency change process so that no unacceptable delays occur
38. Which of the following statements about the service desk is/are CORRECT?
- 1. The service desk is a function that provides a means of communication between IT and its users for all operational issues
 - 2. The service desk should be the owner of the problem management process
- a) 2 only
 - b) 1 only
 - c) Both of the above
 - d) Neither of the above
39. Which one of the following is the CORRECT list of the four Ps of service design?
- a) Planning, products, position, processes
 - b) Planning, perspective, position, people
 - c) Perspective, partners, problems, people
 - d) People, partners, products, processes

40. Which one of the following represents the BEST course of action to take when a problem workaround is found?
- a) The problem record is closed
 - b) The problem record remains open and details of the workaround are documented within it
 - c) The problem record remains open and details of the workaround are documented on all related incident records
 - d) The problem record is closed and details of the workaround are documented in a request for change(RFC)

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