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ITIL-Foundation
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Questions & Answers PDF

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Question: 1

Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services
B. It is mandatory that all changes are subject to design coordination activity
C. Only changes to business critical systems
D. Any change that the organization believes could benefit

Answer: D

Question: 2

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfilment
B. Service portfolio management
C. Service desk
D. IT finance

Answer: A

Question: 3

Which of the following would be examined by a major problem review?

1. Things that were done correctly
2. Things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

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

Answer: D

Question: 4

What is the PRIMARY process for strategic communication with the service provider's customers?

A. Service catalogue management
B. Service portfolio management
C. Service desk
D. Business relationship management

Answer: D

Question: 5

Access management is closely related to which other process?

A. Capacity management only
B. 3rd line support
C. Information security management
D. Change management

Answer: C

Question: 6

Which capacity management sub-process focuses on the management, control and prediction of the end-to-end performance?

A. Business capacity management
B. Supplier capacity management
C. Service capacity management
D. Component capacity management

Answer: A

Question: 7

Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

A. Operational contract
B. Underpinning contract
C. Serviceability contract

D. Service level contract

Question: 8

Which process monitors and improves the performance of the service transition stage of the service lifecycle?

A. Transition planning and support
B. Design co-ordination
C. Change management
D. Service transition management

Answer: A

Question: 9

Which groups of people would work according to an operational level agreement?

A. Business units
B. All stakeholders
C. External IT teams
D. Internal IT teams

Answer: D

Question: 10

ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

A. Service Units
B. Business Units
C. Service Providers
D. Customers

Answer: C

Question: 11

Access management is responsible for implementing policies defined in which process?

A. Service portfolio management
B. Information security management
C. Change management
D. Problem management

Answer: B

Question: 12

What BEST describes the value of service design to the business?

A. It supports the creation of a portfolio of quantified services
B. It reduces total cost of ownership (TCO) of services
C. It improves the control of service assets and configurations
D. It provides quick and effective access to standard services

Answer: B

Question: 13

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

A. External Customers
B. Suppliers
C. Operations
D. External Consultants

Answer: B

Question: 14

What service could include a differentiation as an "excitement factor"?

A. A core service
B. An enabling service
C. A packaged service
D. An enhancing service

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Answer: D

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Question: 15

Which of the following statements about service asset and configuration management is/are CORRECT?
1. A configuration item (CI) can exist as part of any number of other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organization wishes to exert

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

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Answer: C

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Question: 16

Which of the following are types of service defined in ITIL?
1. Enabling
2. Core
3. Enhancing
4. Computer

A. 1, 3 and 4 only
B. 2, 3 and 4 only
C. 1, 2 and 4 only
D. 1, 2 and 3 only

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Answer: D

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Question: 17

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal
B. Change policy
C. Service request
D. Risk register

Answer: A

Question: 18

In which of the following should details of a workaround be documented?

A. The service level agreement (SLA)
B. The problem record
C. The availability management information system
D. The IT service continuity plan

Answer: B

Question: 19

Which one of the following is the BEST description of a service level agreement (SLA)?

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

Answer: D

Question: 20

Which one of the following is the BEST definition of an event?

A. Any change of state that has significance for the management of a configuration item (CI) or IT service
B. An unplanned interruption to an IT service or a reduction in the quality of an IT service

C. The unknown cause of one or more incidents that have an impact on an IT service
D. Reducing or eliminating the cause of an incident or problem

Answer: A

Question: 21

Which of the following would commonly be found in a contract underpinning an IT service?
1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Answer: D

Question: 22

Which one of the following generates demand for services?

A. Infrastructure trends
B. Patterns of business activity (PBA)
C. Cost of providing support
D. Service level agreements (SLA)

Answer: B

Question: 23

What is the BEST description of an operational level agreement (OLA)?

A. An agreement between the service provider and another part of the same organization
B. An agreement between the service provider and an external organization
C. A document that describes to a customer how services will be operated on a day-to-day basis
D. A document that describes business services to operational staff

Question: 24

Which one of the following activities is NOT part of the Deming Cycle?

A. Act
B. Plan
C. Do
D. Co-ordinate

Question: 25

Which of the following is the correct definition of an outcome?

A. The results specific to the clauses in a service level agreement (SLA)
B. The result of carrying out an activity, following a process or delivering an IT service
C. All the accumulated knowledge of the service provider
D. All incidents reported to the service desk