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ITIL Foundation Examination

Sample Paper C

Question Booklet

Multiple Choice

Exam Duration: 60 minutes

Instructions

- 1. You should attempt all 40 questions. Each question is worth one mark.**
- 2. Mark your answers on the answer sheet provided. Use a pencil (NOT ink pen).**
- 3. There is only one correct answer per question.**
- 4. You have 60 minutes to complete this paper.**
- 5. You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.**

1. Which is NOT a source of best practice?
 - a) Standards
 - b) Technology
 - c) Academic research
 - d) Internal experience

2. Which three are the characteristics of ITIL guidance that help to make it successful?
 - a) Prescriptive, best practice and solution specific
 - b) Publicly available, prescriptive and best practice
 - c) Vendor neutral, non-prescriptive and best practice
 - d) Publicly available, solution specific and vendor neutral

3. What is the ITIL term for customers of an IT service provider who purchase services as agreed in a legal contract?
 - a) Strategic customers
 - b) External customers
 - c) Valued customers
 - d) Internal customers

4. Which is NOT defined as part of every process?
- a) Roles
 - b) Inputs and outputs
 - c) Functions
 - d) Metrics
5. In which areas would ITIL complementary guidance provide assistance?
- 1. Adapting best practice for specific industry sectors
 - 2. Creating service application interfaces
 - 3. Specialized practices for IT recruitment
 - 4. Integrating ITIL with other operating models
- a) 1 and 2
 - b) 2 and 3
 - c) 3 and 4
 - d) 1 and 4
6. Which is an objective of service transition?
- a) To negotiate service levels for new services
 - b) To ensure that service changes create the expected business value
 - c) To reduce the impact of business critical service outages on key services
 - d) To plan and manage entries in the service catalogue

7. Which lifecycle stage ensures that the impact of service outages is minimized on a day-to-day basis?
- a) Service design
 - b) Service operation
 - c) Continual service improvement
 - d) Service transition
8. Which is the BEST description of a service catalogue?
- a) A document used by IT staff to identify activities that must be performed
 - b) A list of all service level agreements (SLAs)
 - c) A list of all business requirements that have not yet become services
 - d) The part of the service portfolio that is visible to customers
9. Which of the following is concerned with policy and direction?
- a) Capacity management
 - b) Governance
 - c) Service design
 - d) Service level management

10. Which is an example of an operational level agreement (OLA)?
- a) A document that outlines agreements between service providers in the same organization
 - b) A document that outlines the responsibilities of both the IT service provider and the customer
 - 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 and their service level targets to operational staff

11. A known error record has been created after completing diagnosis of a problem but before finding a workaround.

Is this a valid approach?

- a) Yes: a known error record can be created at any time it is prudent to do so
 - b) No: a known error record should be created before the problem is logged
 - c) No: a known error record is created when the original incident is raised
 - d) No: a known error record should be created with the next release of the service
12. Which is 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

13. Which person or group is responsible for agreeing service targets with the service provider?

- a) The user
- b) The customer
- c) The supplier
- d) The service desk staff

14. Which of the following is TRUE regarding value?

- a) Value is defined by the customer
- b) Value is defined by the cost of the service
- c) Value is determined by the features offered to the customer
- d) Value is determined in financial terms only

15. Software and technology are examples of which of the four Ps?

- a) Processes
- b) Performance
- c) Products
- d) Partners

16. What is the MAIN reason for a service provider to understand the five aspects of service design?

- a) To prevent security breaches in mission critical services
- b) To ensure a holistic, results-driven approach
- c) To allow service design to cut costs
- d) To prevent breaches of service level agreements (SLAs)

17. Which is the CORRECT set of steps in the Continual Service Improvement (CSI) approach?

- a) Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- b) 'Where do we want to be?'; 'How do we get there?'; 'Who plans the improvement?'; 'How do we know we arrived?'; 'How do we keep the momentum going?'
- c) Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- d) 'What is the vision?'; 'Where are we now?'; 'Where do we want to be?'; 'How do we get there?'; 'Did we get there?'; 'How do we keep the momentum going?'

18. Which three types of metric support Continual Service Improvement (CSI) activities?

- a) Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- b) Process metrics, software metrics and financial metrics
- c) Technology metrics, process metrics and service metrics
- d) Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

19. Which part of Financial Management for IT services deals with predicting and controlling income and expenditure within the organization?

- a) Accounting
- b) Budgeting
- c) Cost models
- d) Charging

20. 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

21. Which of these recommendations are best practice for service level agreements?

- 1. Include legal terminology in service level agreements (SLAs)
- 2. Ensure all the targets in an SLA are measurable.
- 3. Ensure the SLA is signed by both customer and provider
- 4. Include the service hours and cost of delivering the service

- a) 1 and 2
- b) 2 and 3
- c) 3 and 4
- d) 1 and 4

22. Which is the BEST description of a service-based service level agreement (SLA)?
- a) An agreement with an individual customer group, covering all the services that they use
 - b) An agreement that covers one service for a single customer
 - c) An agreement that covers service-specific issues in a multi-level SLA structure
 - d) An agreement that covers one service for all customers of that service
23. Which is NOT a responsibility of service catalogue management?
- a) Ensuring that information about live IT services is accurate
 - b) Ensuring that service level agreements are maintained
 - c) Ensuring that information in the service catalogue is consistent with the service portfolio
 - d) Ensuring that all operational services are recorded in the service catalogue
24. Which is NOT an objective of supplier management?
- a) Maintaining the supplier policy
 - b) Supplier categorization and risk assessment
 - c) Maintaining the service knowledge management system
 - d) Identifying opportunities for the continual service improvement register

25. Which process has the objective: "To ensure all service models conform to strategic, architectural, governance, and other corporate requirements"?

- a) Service portfolio management
- b) Design coordination
- c) Service level management
- d) Change management

26. Which statement about the emergency change advisory board (ECAB) is CORRECT?

- a) The ECAB considers every high priority request for change
- b) The review of completed emergency changes is one of the duties of the ECAB
- c) The ECAB will be used for emergency changes where there may not be time to call a full CAB
- d) The ECAB will be used when a full CAB has a large backlog of changes

27. Who normally chairs a change advisory board (CAB)?

- a) Change manager
- b) Service owner
- c) Change initiator
- d) Business relationship manager

28. What is the second phase in release and deployment management?
- a) Review and close
 - b) Authorize changes
 - c) Release build and test
 - d) Release and deployment planning
29. Which process has the objective: "to improve the quality of management decision making by ensuring that reliable and secure information is available throughout the lifecycle"?
- a) Knowledge management
 - b) Availability management
 - c) Service asset and configuration management
 - d) Change management
30. Which process helps to ensure that new or changed services are established in supported environments within the predicted cost, quality and time estimates?
- a) Financial management for IT Services
 - b) Capacity management
 - c) Transition planning and support
 - d) Change management

31. Which should be done when closing an incident?
1. Check the incident categorization and correct it if necessary
 2. Check that the user is satisfied with the outcome
 3. Record a known error record with the resolution
 4. Perform an incident review for lessons learned
- a) 1 and 2
b) 2 and 3
c) 3 and 4
d) 1 and 4
32. Which BEST describes hierarchic escalation?
- a) Notifying more senior levels of management about an incident
 - b) Passing an incident to people with a greater level of technical skill
 - c) Using more senior specialists than necessary to resolve an incident to maintain customer satisfaction
 - d) Failing to meet the incident resolution times specified in a service level agreement
33. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST LIKELY to be escalated to?
- a) IT service continuity management
 - b) Availability management
 - c) Incident management
 - d) Change management

34. Which process will regularly analyze incident data to identify discernable trends?

- a) Service level management
- b) Problem management
- c) Change management
- d) Event management

35. Which is the BEST description of a service request?

- a) A request from a user for information, advice or for a standard change
- b) Anything that the customer wants and is prepared to pay for
- c) Any request or demand that is entered by a user via a self-help web-based interface
- d) Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

36. Which service desk organizational structure is NOT described in 'Service Operation'?

- a) Local service desk
- b) IT help desk
- c) Virtual service desk
- d) Follow the sun

37. Which function or process would provide staff to monitor events in an operations bridge?

- a) Technical management
- b) IT operations management
- c) Request fulfilment
- d) Applications management

38. What is a process owner NOT responsible for?

- a) Defining the process strategy
- b) Communication of process information or changes to ensure awareness
- c) Developing IT plans that meet and continue to meet the IT requirements of the business
- d) Identifying improvement opportunities for inclusion in the CSI register

39. What is the role of a person if they are categorized as "I" in a RACI matrix?

- a) They are accountable for the outcome of the activity
- b) They must perform an activity
- c) They must be kept up to date on the progress of an activity
- d) They manage an activity

40. Which of these can be introduced to provide; improved detection and monitoring, pattern recognition analysis and service optimization?

- a) Service automation
- b) The DIKW structure
- c) Demand management
- d) Standard changes

END OF EXAMINATION