Question 1

Potential benefits from managing IT Service Continuity are:

1. Lower insurance premiums

2. Fulfilment of mandatory or regulatory requirements

3. Reduced business disruption in the event of a disaster

4. Better management of risk and the consequent reduction of the impact of failure

Options:

A- 2 and 4

B- 2, 3 and 4

C- All of them

D- 1, 2 and 4

Answer:

C

Question 2

Which of the following metrics would you most associate with the Service Desk?

Options:

A- The number of high priority incidents occurring

B- The support team which resolves the greatest number of problems

C- The number of problems solved in a day

D- The mean time between failure

Answer:

A

Question 3

Which of the following statements is TRUE?

Options:

A- Physical copies of all CIs are stored in the DSL

B- Release Management is responsible for managing the organisation's rights and obligations regarding software

C- The DSL contains source code only

D- A change may only be developed from non-definitive versions of software in the case of an urgent release

Answer:

B

Question 4

Question Type: **MultipleChoice**

Which of the following is NOT an element of Availability Management?

A- Verification

B- Security

C- Reliability

D- Maintainability

Answer:

A

Question 5

Question Type: **MultipleChoice**

Which of the following would NOT be a performance measurement for the Service Level Management function?

Options:

A- What percentage of services are covered by SLAs?

B- Are service review meetings held on time and correctly minuted?

C- Are customer perceptions of service improving?

D- How many services are included within the CMDB?

Answer:

D

Question 6

Question Type: **MultipleChoice**

For an organisation implementing the ITIL IT Service Management processes which of the following statements is most accurate?

Options:

A- The full benefits will only be realised if all IT staff are fully qualified in IT Service Management.

B- The full benefits will only be realised if Incident & Problem Management processes are implemented first.

C- The full benefits will only be realised if the business requirements are first ascertained and then the processes are implemented in an integrated way.

D- The full benefits will only be realised if regular reviews are undertaken with customers.

Answer:

C

Question 7

Question Type: **MultipleChoice**

Which of the following is NOT a valid method of tuning?

Options:

A- Balancing disc traffic

B- Making more efficient use of processing capacity

C- Installing a new server

D- Balancing workloads

Answer:

C

Question 8

The CMDB:

Options:

A- Must be available for update 7 x 24 if any of the services supported by the IT supplier are available 7 x 24

B- Is updated by Configuration Management staff at the end of each working day

C- Holds information that will be useful to the majority of IT Service Management processes

D- Must be verified for accuracy monthly with trend reports on errors distributed to management quarterly

Answer:

C

Question 9

During the release planning stage you identify that the changes you are about to make to a service will necessitate changes in related software systems. Once all the changes have been fully tested, which type of release will be used to deliver them into the live environment?

Options:

A- Full Release

B- Package Release

C- Emergency

D- Delta Release

Answer:

B

Question 10

Question Type: **MultipleChoice**

Which of these statements reflect the activities of IT Financial Management?

1. IT Financial Management may calculate the prices to be charged for IT services

2. IT Financial Management ensures that the IT department charges those who benefit from IT

Options:

A- Only 1

B- Only 2

C- Neither

D- 1 and 2

Answer:

A

Question 11

Question Type: **MultipleChoice**

The Requirements and Strategy phase of the Business Continuity Life-cycle comprises:

A- Initial testing, Education and Awareness and Assurance

B- Education and Awareness, Review and Audit

C- Organisation and Implementation Planning and Risk Reduction Measures

D- Business Impact Analysis, Risk Assessment and Business Continuity Strategy

Answer:

D

Question 12

Question Type: **MultipleChoice**

Which of the following statements is FALSE?

Options:

A- If the root cause and a temporary work-around have been identified for a problem it becomes a known error

B- All known errors need to be resolved to user satisfaction

C- A known error can be kept open when a work-around is being used

D- Incidents are not the only source of known errors

Answer:

B