The ITIL® Foundation Examination

Sample Paper A, version 5.1

Multiple Choice

ANSWERS AND RATIONALE

Answer Key and Rationale:

Q	A	Syllabus Ref	Book Ref	Rationale
1	B	05-51	ST 4.2.4.3	A change request is a formal communication seeking an alteration to one or more configuration items (CIs). Services, SLAs and computers are examples of CIs. A business strategy is not normally a CI and would be out of scope for change management.
2	A	02-09	SO 1.1.1	Each of these are a purpose of service operation except for option A, undertaking testing to ensure services are designed to meet business needs. Option A is part of service transition.
3	B	06-02	SO 6.5.1.1	IT operations control oversees the execution and monitoring of the operational activities and events in the IT infrastructure.
4	C	05-63	ST 4.3.1	Part of SACM's purpose is to maintain accurate information about assets, including the relationship between assets.
5	A	07-02	SD 3.7.4.1	RACI is a responsibility model used by ITIL to help define roles and responsibilities.
6	A	03-12	SD 4.3.4	A is the OLA, B is the definition of an SLA, C doesn't correspond to an ITIL definition, D involves a third party and is a contract.
7	D	05-42	SD 4.4.1	A is a supporting element of availability management, not a main purpose. B relates to service level management. Availability management does not offer guarantees as identified in C. D is the main purpose of availability management: - "to ensure that the level of availability delivered in all IT services meets the agreed availability needs... of the business."
8	C	02-07	ST 1.1.1	All three are in scope for service transition as all three involve major change.
9	A	02-02	SS 1.2	Service optimization is the correct answer
10	D	03-18	ST 4.3.4.3	A: a CMS can contain corporate data about users / customers such as location or department. B and C: there may be more than one CMDB but they will be part of a single CMS. D is correct as a CMS still helps to control and report on the infrastructure when IT services are outsourced.
11	A	05-45	SD 4.5.4.3	Book answer...business, service and component capacity management are the three sub-processes
12	D	03-19	ST 4.3.4.4	The DML contains master copies of all controlled software in an organization ... "along with licence documents or information". The change schedule would not be included.
13	B	05-31	SD 4.3.1	Service level management has responsibility for negotiating and agreeing OLAs.
14	D	07-01	SD 6.3.2	Book answer. A process owner should ensure process documentation is current and available.
15	A	05-61	ST 4.4.1	The two correct answers (1 and 2) are included in release and deployment objectives. Option 3 is addressed by change management.
16	D	01-10	SS 2.2.2	Measurability, delivery of specific results, and delivery of results to a customer or stakeholder are all characteristics of a process.
17	B	01-02	SD 1.4	Option 4 is incorrect, ITIL is not a standard: ISO/IEC 20000 would be an example of a standard. ITIL is vendor-neutral, non-prescriptive, and provides a best practice framework.
18	C	05-43	SD 4.7.4.1	In most cases the policies should be widely available to all customers and users and referenced in SLAs, OLAs and UCs.
19	D	03-14	SD App A	All of the elements identified are included in the service design package passed to service transition.
20	C	08-02	SS 7.1	1 would be used to support a DML. 2 helps change management. 3 is a release and deployment tool. 4 can help with testing and validation. They all support service transition.

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21	C	05-72	SO 4.4.2 and 4.4.6.4	Book answer. They are both valid roles for problem management.
22	A	05-82	SO 4.3.1	Request fulfilment is the process responsible for dealing with service requests from the users. 'All requests' (B) is too wide a scope for the process. Change management looks after change requests (C). Service level management is responsible for D.
23	A	04-02	SS 3.2.3	D is incorrect; customer preferences drive value perception. C is incorrect; delivering on customer outcomes is vital. B is incorrect; the value of a service can be financial but other factors are also relevant. A is correct; customer perception is a vital element in defining how much a customer values a service.
24	D	01-04	SS 3.2.1.2	D is the correct response. Both internal and external customers should be provided with the agreed level of service, and with the same level of customer service.
25	D	01-03	SS 2.1.1	A service is a means of delivering value to customers. IT needs capabilities to deliver services. Cost and risk are what IT helps to manage.
26	C	05-31	SD 4.3.5.6	C is correct: monitoring the SLAs and performance against them is a vital part of the service level management process. A - designing the CMS is a service asset and configuration management activity. B – technology metrics are likely to be created within capacity management or other design processes. D – training the service desk is a service desk role.
27	A	05-81	SO 4.1.1	A - the ability to detect events, make sense of them and determine the appropriate control action is provided by event management. B includes some incident management responsibilities. C is a technical management task. D is likely to be shared between availability management and service level management.
28	D	05-41	SD 4.2.1	The service catalogue should contain details of all operational services.
29	D	03-01	SS 2.1.6	A is part of the definition of utility. B is unrealistic. C could be feasible as a warranty statement from another industry but is not the definition of warranty as used by ITIL. D is a good summary of warranty as defined by ITIL.
30	A	04-09	CSI 3.1	The improvement approach begins with embracing the vision by understanding the high-level business objectives.
31	C	05-71	SO 4.2.4.2	Incident models are designed to provide reusable steps that can be used to restore service after known incident types.
32	A	05-71	SO 4.2.5	The correct order is given in the diagram in the incident management process, and in the subsections of 4.2.5.
33	A	04-04	SD 3.1.1	Measurements and metrics should be included in the design for a new or changed service.
34	D	05-43 / 05-46	SD 4.7.2 / SD 4.6.5.2	IT service continuity management carries out risk assessment as part of defining the requirements and strategy. Information security also needs to analyse security risks before taking action to mitigate them. Service catalogue management does not carry out these assessments.
35	C	04-10	CSI 5.5	Personnel metrics are not one of the three types of metrics described in CSI
36	B	03-16	ST 4.7.4.3	A is the wrong way round. C is incorrect as the SKMS contains more information than the CMS. D is incorrect as the CMS is part of the SKMS.
37	C	05-51	ST 4.2.5.11	The emergency change advisory board (ECAB) provides assistance in the authorization of emergency changes.

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38	B	06-01	SO 6.3	The service desk should be the single point of contact for IT users on a day-by-day basis. The service desk manager may also be the incident management process owner but would not normally be the owner of problem management.
39	D	04-03	SD 3.1.5	Book answer: people, processes, products (services, technology and tools) and partners (suppliers, manufacturers and vendors).
40	B	05-72	SO 4.4.5.6	A is incorrect; the problem record must remain open as it hasn't yet been resolved. B is correct to document the workaround on the problem record, not on each Incident record [C], nor on an RFC [D].