



ITIL®

The ITIL® Foundation Examination

Sample Paper B, version 5.1

Multiple Choice

ANSWERS AND RATIONALE

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Answer Key and Rationale:

Q	A	Syllabus Ref	Book Ref	Rationale
1	A	05-31	SD 4.3.5.2	"Representatives of all of the other processes need to be consulted for their opinion on what targets can be realistically achieved."
2	D	05-51	ST 4.2.4.3	Standard changes would not normally need to be implemented as soon as was possible, whereas emergency changes would.
3	B	06-01	SO 6.3.2	The service desk is a function and not a process.
4	A	01-09	SS 2.2.3.1	Functions are not described as being more costly than processes and this would depend on the function or process being considered.
5	C	06-02	SO 6.5.1	"Facilities management refers to the management of the physical IT environment, typically a data centre or computer rooms".
6	A	05-45	SD 4.5.2	Performance issues are within the scope of capacity management.
7	B	03-32	SO 4.4.7.2	A – The KEDB is part of the SKMS, NOT the same thing. B is correct. C – Duplication should be avoided but by RESTRICTING access. D – Yes, the service desk should use it but they are NOT the only ones.
8	D	04-10	CSI 4.1.12 5.5	Each statement is a summary of the book content.
9	C	03-18	ST 4.3.4.3	The configuration management system (CMS) is responsible via its various data sources (CMDBs, etc) for maintaining these relationships.
10	C	01-04	SS 3.2.1.2	The service provider should ensure due diligence is carried out against the customer's requirements, irrespective of whether they are internal or external customers.
11	A	05-72	SO 4.4.6.4	Problem management is the source of known errors but change and service asset and configuration management are likely to be other sources of information about the impact of changes.
12	D	05-71	SO 4.2.5	A – There do not need to be discernable impacts to the user for an incident to be raised. B – Even if a workaround is available it needs to be recorded to measure any on-going impact of the incident. C - All incidents must be recorded. D – Correct, in order to prevent loss of service or to restore service as soon as possible.
13	D	01-08	SS 2.1.5	D is the correct response. Stakeholders can be both internal and external entities. An example of a function as a stakeholder could be the service desk, technical management or application management functions.
14	A	05-63	ST 4.3.2	All activities are part of the scope of service asset and configuration management.
15	D	04-04	SD 3.1.1	All of these items are aspects of service design.
16	B	01-10	SS 2.2.2	A – Process design would involve allocation of activities to functions but not their definition. B – Correct – processes deliver results or they would not be worthwhile. C – Not ALL processes are carried out by external providers. D – Is a description of a function.
17	B	05-61	ST 4.4.2	All are activities performed by release and deployment management.
18	A	03-30	SO 4.4.5.6	A is a good example of a workaround which is not a permanent solution but which overcomes the original incident. B is a 'lucky' incident resolution and unlikely to be repeatable. C does not allow the user to continue with their original task. D is an incident under investigation.
19	D	08-02	SS 7.1	All four areas can be assisted by technology.
20	D	03-42	CSI 3.8	The four key stages of the cycle are Plan, Do, Check and Act.
21	D	05-46	SD 4.6.1	ITSC provides the subject matter expertise and supplier management provides the contract negotiation and selection process. SLM also has a role in underpinning contracts but is not as significant in this respect as the other two processes.

Q	A	Syllabus Ref	Book Ref	Rationale
22	C	05-71	SO 4.2.4.2	C matches the description of an incident model.
23	A	07-02	SD 3.7.4.1	Roles are Responsible, Accountable, Consulted, Informed.
24	D	02-03	SS 1.1.1	Deciding what services should be offered and to whom is an integral part of service strategy.
25	D	02-11	CSI 1.1.1	1. CSI looks for ways to improve process effectiveness and efficiency, as well as cost effectiveness. 2. CSI identifies and implements improvements to IT services 3. CSI improvement activities support each lifecycle stage: service strategy, service design, service transition, service operation, and CSI itself.
26	D	05-31	SD 4.3.5.1	Priority-based, technology-based and location-based SLAs are not discussed in service design.
27	B	03-24	SO 4.1	A and C may cause an event to be generated. D is a meeting. B closely matches the definition of an event in service operation.
28	A	04-02	SS 3.2.3	Value is viewed as the level to which the service meets customer's expectations and therefore they make the ultimate decision on whether the service will drive value.
29	A	03-26	SO 4.2	An incident is "an unplanned interruption to an IT service or reduction in the quality of an IT service... or a failure of a CI that has not yet impacted an IT service...". The inability to access an IT service as agreed is an unplanned interruption from the user's perspective.
30	C	05-51	ST 4.2.4.5	A – A change model can be used for emergency changes. B – Change models would not routinely be created when significant changes are made. C is correct. D – Escalation procedures can be included in a change model.
31	C	04-09	CSI 3.1.1	Understanding "where are we now" requires a business to create a baseline.
32	A	05-81 05-82	SO 4.1.1 4.3.1	All of the service operation processes are covered by the syllabus. The correct answer is A, B is a process and a function, C is a function and a process, D are processes in service transition and service design.
33	C	02-07	ST 1.1.1	Service transition is responsible for this as part of the deployment of new services.
34	D	07-01	SD 6.3.1	1, 3 and 4 are all responsibilities of the service owner role. Option 2 is the responsibility of the configuration librarian/administrator.
35	D	05-42	SD 4.4.1 4.4.2	D is the responsibility of IT service continuity management.
36	D	04-03	SD 3.1.5	1 – The "four Ps" are not a process. 2 – Has some merit but only addresses two of the four areas. 3 – The four Ps are not a checklist or set of questions.
37	D	05-72	SO 4.4.5.10	D is the book answer. A is the right role but it is not about apportioning blame. B is incorrect. C is plausible but is facilitated by the wrong role.
38	A	05-44	SD 4.8.1	All are objectives of the supplier management process, except A which is undertaken by service level management.
39	D	05-23	SS 4.5.1	"To identify customer needs and ensure that the service provider is able to meet these needs..."
40	D	05-47	SD 4.1.1	D is the correct answer. C is the purpose of service catalogue management. B is an objective of service level management. A is an objective of availability management.