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QUESTION 1:

In Pass.com, the purchasing department has relocated internally, not just the people, but also their IT resources. A service Desk employee has been commissioned to relocate this department's workstations.

In which ITIL process is this employee now playing a role?

- A. Configuration Management
- B. Incident Management
- C. Change Management
- D. Problem Management

Answer: C

QUESTION 2:

A powerful failure has knocked out the entire IT infrastructure. Fortunately, there is an ITSC Plan available.

When should power failure be considered a disaster to enact the ITSC Plan?

- A. Immediately, as the IT service can no longer be used
- B. When the time within which the failure should be solved, has exceeded.
- C. When the continuity Manager expects the failure to last longer than the maximum period of time mentioned in the service Level agreement
- D. When the incident Manager thinks this is necessary

Answer: C

QUESTION 3:

Changes are divided into categories.

What criteria defines a category for a change?

- A. The sequence in which the change is made
- B. The consequences of the change such as limited, substantial, significant etc
- C. The speed with which the change is made
- D. The Request for Change number that the change is assigned

Answer: B

QUESTION 4:

Users have complained about email service. An evaluation of the service has been performed.

Which activity takes place after the evaluation of a service?

- A. Adjusting of the service

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- B. Defining service levels
- C. Monitoring of service levels
- D. Compilation of service level reports

Answer: A

QUESTION 5:

What is the difference between a process and a project?

- A. A process stops when the objective has been achieved, whereas as project does not stop when the objective is met
- B. A process is continuous and has no end date, whereas a project has a finite lifespan
- C. In a project the focus is not on the result, whereas with a process the result is important
- D. A project is continuous and has no end date, where a process has a finite lifespan

Answer: B

QUESTION 6:

What is a baseline in the IT infrastructure?

- A. The most important infrastructure (such as a network) to which all kinds of workstations and services can be linked
- B. A standard configuration (such as a standard workstation)
- C. A document that states how the infrastructure must be dealt with in an organization (vision)
- D. A minimum value for Pass.com service (must at least satisfy)

Answer: B

QUESTION 7:

What is meant by the urgency of an incident?

- A. The time needed by IT services to resolve the incident
- B. The degree to which the incident gives rise to a deviation from the normal service level
- C. The relative importance of the incidents when handling them
- D. The degree two which the solution of an incident tolerates delay

Answer: A

QUESTION 8:

Information and Communication Technologies (ICT) includes both Asset Management And Configuration Management.

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What is the difference between Asset Management and Configuration Management?

- A. Asset Management monitors aspects such as depreciation and configuration management monitors aspects such as the relationships between the configuration items
- B. Configuration Management makes an inventory of the configuration items and asset management registers them
- C. Configuration Management is a component of Asset Management, so there are no differences between item
- D. Asset Management focuses exclusively on the book value and configuration management on the status of configuration items

Answer: A

QUESTION 9:

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident.

According to ITIL best practices, what should happen next?

- A. Service Level Management will start a service improvement program (SIP)
- B. Release Management will implement the back-out plan
- C. Change Management will start a Post Implementation Review (PIR)
- D. Problem Management will submit a Request for Change (RFC)

Answer: B

QUESTION 10:

When an IT service provider adopts and adapts ITIL's best practices, which of the following is the greatest benefit?

- A. There is a central Service Desk.
- B. Work is carried out using a process-oriented approach.
- C. The organization is more customer-oriented.
- D. Work is carried out using a project-oriented approach.

Answer: B

QUESTION 11:

How does Problem Management differ from Incident Management?

- A. Problem Management focuses on restoration of service and Incident Management focuses on finding the cause.
- B. Problem Management generates reports and Incident Management does not.

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C. Incident Management focuses on restoration of service and Problem Management focuses on finding the cause.

D. Incident Management focuses on registration and Problem Management does not.

Answer: C

QUESTION 12:

One of the activities of Capacity Management involves making evaluations and predictions regarding the hardware that is required to run a new or modified application. The predictions include data about the performance levels that can be expected, the requisite hardware and the costs.

Which of the activities of Capacity Management is responsible for this?

A. Capacity Planning

B. Tuning

C. Monitoring

D. Application Sizing

Answer: D

QUESTION 13:

Problem Management has researched a number of incidents and has come to the conclusion that they all follow the same pattern. All PCs freeze during a spelling check in a certain word processor when the documents concerned are larger than 150 pages. Inquiries to the supplier of the software have determined that the cause of the problem is a bug in the software. The next version of the software, due to be released next year, will correct the problem. This means that the problem can only be solved at this moment by buying completely new software.

What should Problem Management do after the error has been acknowledged and registered as a Known-Error in the Known-Error database?

A. a Request for Change (RFC) must be submitted to Change Management

B. the word processing software must be replaced by another package

C. Release Management must remove all distributed versions of the word-processing software from the IT infrastructure

D. the Service Desk must ask all users which replacement software they would like to use

Answer: A

QUESTION 14:

What is the difference between a process and a project?

A. A process is continuous and has no end date, whereas a project has a finite lifespan.

- B. A project is continuous and has no end date, whereas a process has a finite lifespan.
- C. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.
- D. In a project the focus is not on the result, whereas with a process the result is important.

Answer: A

Explanation:

Projects are objective-based and have clear start and end points (although I've been on some projects that never seemed to end, but that's another story). Operational processes are those that continue ad infinitum and are typically sustaining in nature.

QUESTION 15:

Which activity is not a Service Desk activity?

- A. registering Incidents
- B. solving a Problem
- C. relating an incident to a Known Error
- D. applying temporary fixes

Answer: B

Explanation:

The IT Infrastructure Library approach to a Service Desk acts as the central point of contact between service providers and users/customers, on a day-to-day basis. It is also a focal point for reporting Incidents and for users making service requests. It handles incidents and service requests, as well as providing an interface, with users, for other Service Management activities such as Change, Problem, Configuration, Release, Service Level and IT Service Continuity Management. The Service desk is the point of contact to the problem solvers and change managers but they do not perform these tasks themselves.