

Major Practice

1. Why should some service requests be fulfilled with no additional approvals?

- A. To ensure that spending is properly accounted for
- B. To ensure that information security requirements are met
- C. To streamline the fulfilment workflow
- D. To set user expectations for fulfilment times

C

2. Which statement about managing incidents is CORRECT?

- A. Low impact incidents should be resolved efficiently, making logging unnecessary
- B. The 'incident management' practice should use a single process regardless of the impact of the incident
- C. Low impact incidents should be resolved efficiently so the resource required is reduced
- D. Incidents with the lowest impact should be resolved first

C

3. Which practice involves the management of vulnerabilities that were not identified before the service went live?

- A. Service request management
- B. Problem management
- C. Change control
- D. Service level management

B

4. Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- A. Service desk
- B. Service request management
- C. Service level management
- D. Service configuration management

C

5. Which activity contributes to the 'where are we now?' step of the 'continual improvement' model?

- A. Executing improvement actions
- B. Performing baseline assessments
- C. Defining the improvement plan
- D. Understanding the business mission

B

6. Which statement about 'continual improvement' is CORRECT?

- A. All improvement ideas should be logged in a single 'continual improvement register'
- B. A single team should carry out 'continual improvement' across the organization
- C. 'Continual improvement' should have minimal interaction with other practices
- D. Everyone in the organization is responsible for some aspects of 'continual improvement'

D

7. What impact does automation have on a service desk?

- A. Less low level work and a greater ability to focus on user experience
- B. Increased phone contact and a reduced ability to focus on user experience
- C. Ability to work from multiple locations, geographically dispersed
- D. Ability to work from a single centralised location

A

8. What aspect of 'service level management' asks service consumers what their work involves and how technology helps them?

- A. Customer engagement
- B. Operational metrics
- C. Business metrics
- D. Customer feedback

A

9. What is the purpose of the 'incident management' practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- B. To capture demand for incident resolution and service requests
- C. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

D. To support the agreed service quality by effective handling of all agreed user-initiated service requests

A

10. What is defined as an unplanned interruption or reduction in the quality of a service?

- A. An incident
- B. A problem
- C. A change
- D. An event

A

11. Which practice ensures that any addition, modification, or removal of anything that could have an effect on services is assessed and authorized?

- A. Deployment management
- B. Release management
- C. Change control
- D. Service configuration management

C

12. Which will help solve incidents more quickly?

- A. Target resolution times
- B. Escalating all incidents to support teams
- C. Collaboration between teams
- D. Detailed procedural steps for incident investigation

C

13. Which is an activity of the 'problem management' practice?

- A. Restoration of normal service operation as quickly as possible
- B. Prioritization of problems based on the risk that they pose
- C. Authorization of changes to resolve the cause of problems
- D. Resolution of incidents in a time that meets customer expectations

B

14. Which practice is MOST likely to benefit from the use of chatbots?

- A. Service level management
- B. Change enablement
- C. Continual improvement
- D. Service desk

D

15. Where are the details of the required performance outcomes of a service defined?

- A. Service level agreements
- B. Service requests
- C. Service components
- D. Service offerings

A

16. Which two practices interact the MOST with the service desk practice?

- A. Incident management and service request management
- B. Service request management and deployment management
- C. Deployment management and change enablement
- D. Change enablement and incident management

A

17. Which is an activity of the 'incident management' practice?

- A. Assessing and prioritizing improvement opportunities
- B. Performing service reviews with customers
- C. Providing good-quality updates when expected
- D. Automating service requests to the greatest degree possible

C

18. Which is included in the purpose of the 'change enablement' practice?

- A. Make new and changed services available for use
- B. Ensure that risks have been properly assessed
- C. Record and report selected changes of state
- D. Plan and manage the full lifecycle of all IT assets

B

19. Which activity is part of the 'continual improvement' practice?

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

D

20. In which step of the 'continual improvement model' is an improvement plan implemented?

- A. What is the vision?
- B. How do we get there?
- C. Take action
- D. Did we get there?

C

21. Which is the BEST example of a standard change?

- A. The review and authorization of a change requested by a customer
- B. The implementation of a critical software patch in response to a vendor security issue
- C. The installation of a software application in response to a service request
- D. The replacement of a component in response to a major incident

C

22. Which practice recommends the use of event-based surveys to gather feedback from customers?

- A. Service level management
- B. Change enablement
- C. Service request management
- D. Problem management

A

23. Which statement about change authorities is CORRECT?

- A. Change authorities are only required for authorizing emergency changes
- B. Change authorities are assigned when each change is deployed
- C. Change authorities are only required for authorizing normal changes
- D. Change authorities are assigned for each type of change and change model

D

24. Which practice improves customer and user satisfaction by reducing the negative impact of service interruptions?

- A. Service request management
- B. Service level management
- C. Incident management
- D. Change enablement

C

25. Which describes a CORRECT approach to change authorization?

- A. Changes included in the change schedule are pre-authorized and do not need additional authorization
- B. Normal changes should be assessed and authorized before they are deployed
- C. Emergency changes should be authorized by as many people as possible to reduce risk
- D. Normal changes are typically implemented as service requests and authorized by the service desk

B

26. What is the definition of a problem?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. An incident for which a full resolution is not yet available
- D. Any change of state that has significance for the management of a configuration item (CI)

B

27. Which practice provides a communications point for users to report operational issues, queries and requests?

- A. Incident management
- B. Continual improvement
- C. Service desk
- D. Relationship management

C

28. Which practice has a strong influence on the user experience and perception of the service

provider?

- A. Service desk
- B. Change enablement
- C. Service level management
- D. Supplier management

A

29. Which statement about service requests is CORRECT?

- A. Complex service requests should be dealt with as normal changes
- B. Service requests that require simple workflows should be dealt with as incidents
- C. Service requests require workflows that should use manual procedures and avoid automation
- D. Service requests are usually formalized using standard procedures for initiation, approval and fulfilment

D

30. What type of change is MOST likely to be managed as a service request?

- A. A standard change
- B. A normal change
- C. An emergency change
- D. An organizational change

A

31. What is a change schedule PRIMARILY used for?

- A. To help plan emergency changes
- B. To help authorize standard changes
- C. To help assign a change authority
- D. To help manage normal changes

D

32. Which is included in the purpose of the 'service level management' practice?

- A. To maximize the number of successful service and product changes
- B. To ensure accurate information about the configuration of services is available
- C. To set clear business-based targets for service levels
- D. To ensure that suppliers and their performance are managed appropriately

33. What is the definition of a known error?

- A. An unplanned interruption to a service, or reduction in the quality of a service
- B. A cause, or potential cause, of one or more incidents
- C. A problem that has been analysed and has not been resolved
- D. Any change of state that has significance for the management of a service or other configuration item (CI)

C

34. Which directly assists with the diagnosis and resolution of simple incidents?

- A. Scripts for collecting user information
- B. Use of shift working patterns
- C. Fulfilment of service requests
- D. Creation of a temporary team

A

35. What is an incident?

- A. The planned removal of an item that might affect a service
- B. A result enabled by one or more outputs
- C. A possible future event that could cause harm
- D. A service interruption resolved by the use of self-help tools

D

36. What is the PRIMARY use of a change schedule?

- A. To support the 'incident management' practice and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes

C

37. Which practice includes conducting regular reviews to ensure that services are still appropriate and relevant?

- A. Service level management

- B. Service desk
- C. Continual improvement
- D. Change enablement

A

38. Which practice establishes a channel between the service provider and its users?

- A. Relationship management
- B. Change enablement
- C. Supplier management
- D. Service desk

D

39. Which practice has a purpose that includes maximizing success by ensuring that risks have been properly assessed?

- A. Relationship management
- B. Change enablement
- C. Release management
- D. Monitoring and event management

B

40. Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?
- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

B

41. Which describes a 'change authority'?

- A. A model used to determine who will assess a change
- B. A person who approves a change
- C. A tool used to help plan changes
- D. A way to manage the people aspects of change

B

42. What is the MOST important reason for prioritizing incidents?

- A. To ensure that user expectations are realistic
- B. To ensure that incidents with highest impact are resolved first
- C. To help information-sharing and learning
- D. To provide links to related changes and known errors

B

43. Which 'service level management' activity helps staff to deliver a more business-focused service?

- A. Creating targets based on the percentage of uptime of a service
- B. Understanding the ongoing requirements of customers
- C. Using complex technical terminology in service level agreements (SLAs)
- D. Measuring low-level operational activities

B

44. Which practice has a purpose that includes the handling of pre-defined, user-initiated demands for service?

- A. Service request management
- B. Service configuration management
- C. Deployment management
- D. Change enablement

A

45. Which skill is required by the 'service level management' practice?

- A. Supplier management
- B. Technical expertise
- C. Event monitoring
- D. Problem management

A

46. Which statement about the 'continual improvement model' is CORRECT?

- A. Organizations should work through the steps of the model in the sequence in which they are presented
- B. The flow of the model helps organizations to link improvements to its goals
- C. The model is applicable to only certain parts of the service value system

D. Organizations should use an additional model or method to link improvements to customer value

B

47. Identify the missing words in the following sentence.

The 'incident management' practice should maintain [?] for logging and managing incidents.

- A. a dedicated team
- B. a formal process
- C. detailed procedures
- D. a value chain activity

B

48. Which is an activity of 'problem identification'?

- A. Analysing information from software developers
- B. Establishing problem workarounds
- C. Analysing the cause of problems
- D. Establishing potential permanent solutions

A

49. Which practice uses technologies such as intelligent telephony systems, a knowledge base and monitoring tools?

- A. Service configuration management
- B. Service desk
- C. Problem management
- D. Deployment management

B

50. Which statement about standard changes is CORRECT?

- A. A full assessment should be completed each time the change is implemented
- B. The change can be implemented with less testing if necessary
- C. The appropriate change authority should be assigned to each type of change
- D. The change does not require additional authorization

D

51. Which statement about the 'service request management' practice is CORRECT?

- A. Service requests are fulfilled using simple workflows
- B. A new workflow is created for each type of request
- C. Additional approval is sometimes needed for restoration of service
- D. Financial authorization is sometimes required for service requests

A

52. What is a cause, or potential cause, of one or more incidents?

- A. A problem
- B. A configuration item
- C. A workaround
- D. An incident

A

53. Which practice includes management of workarounds and known errors?

- A. Monitoring and event management
- B. Service configuration management
- C. Problem management
- D. Incident management

C

54. Which activity is part of the 'continual improvement' practice?

- A. Handling compliments and complaints from users to identify improvements
- B. Improving relationships with and between stakeholders
- C. Prioritizing and creating business cases for improvement initiatives
- D. Identifying the cause of unplanned interruptions to service

C

55. Which is a low risk change that has been pre-approved so that no additional authorization is needed?

- A. A standard change
- B. A change model
- C. An emergency change
- D. A normal change

A

56. Which phase of problem management includes analysing incidents to look for patterns and trends?

- A. Problem identification
- B. Problem control
- C. Error control
- D. Post-implementation review

A

57. Which MOST helps an organization adapt ITIL concepts so that they apply to the organization's specific circumstances?

- A. Continual improvement
- B. Service value chain
- C. Practices
- D. Guiding principles

D

58. What is the MAIN benefit of 'problem management'?

- A. Restoring normal service as quickly as possible
- B. Reducing the number and impact of incidents
- C. Maximizing the number of successful changes
- D. Managing workarounds and known errors

B

59. Which practice facilitates operational communication between the service provider organization and users in the service consumer organization?

- A. Service level management
- B. Relationship management
- C. Service desk
- D. Monitoring and event management

C

60. Which type of change is MOST LIKELY to be initiated as part of the 'service request management' practice?

- A. A normal change
- B. An emergency change

- C. A standard change
- D. A change model

C

61. Identify the missing word in the following sentence.

A [?] is the addition, modification, or removal of anything that could have a direct or indirect effect on services.

- A. problem
- B. risk
- C. change
- D. configuration item

C