

# ITIL® Sample Papers

## The Official ITIL Accreditor Sample Examination Papers

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## ***ITIL Foundation Examination***

### ***Sample Paper C***

#### ***Question Booklet***

#### **Multiple Choice**

***Exam Duration: 60 minutes***

#### ***Instructions***

1. You should attempt all 40 questions. Each question is worth one mark.
2. Mark your answers on the answer sheet provided. Use a pencil (NOT ink pen).
3. There is only one correct answer per question.
4. You have 60 minutes to complete this paper.
5. You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.

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1. Which is NOT a source of best practice?
  - a) Standards
  - b) Technology
  - c) Academic research
  - d) Internal experience
  
2. Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?
  - a) Proprietary knowledge may be difficult to adopt, replicate or transfer
  - b) Public frameworks are always cheaper to adopt
  - c) Public frameworks are prescriptive and tell you exactly what to do
  - d) Proprietary knowledge has been tested in a wide range of environments
  
3. What is the term for customers of an IT service provider who purchase services as agreed in a legal contract?
  - a) Strategic customers
  - b) External customers
  - c) Valued customers
  - d) Internal customers
  
4. Which is NOT defined as part of every process?
  - a) Roles
  - b) Inputs and outputs
  - c) Functions
  - d) Metrics

5. In which areas would ITIL complementary guidance provide assistance?
1. Adapting best practice for specific industry sectors
  2. Integrating ITIL with other operating models
- a) Option 1 only  
b) Option 2 only  
c) Both of the above  
d) Neither of the above
6. Which is an objective of service transition?
- a) To negotiate service levels for new services
  - b) To ensure that service changes create the expected business value
  - c) To reduce the impact of business critical service outages on key services
  - d) To plan and manage entries in the service catalogue
7. Which lifecycle stage ensures that the impact of service outages is minimized on a day-to-day basis?
- a) Service design
  - b) Service operation
  - c) Continual service improvement
  - d) Service transition

8. Which is the BEST description of a service catalogue?
- a) A document used by IT staff to identify activities that must be performed
  - b) A list of all service level agreements (SLAs)
  - c) A list of all business requirements that have not yet become services
  - d) The part of the service portfolio that is visible to customers
9. Which of the following is concerned with policy and direction?
- a) Capacity management
  - b) Governance
  - c) Service design
  - d) Service level management
10. What is the BEST description of an operational level agreement (OLA)?
- a) An agreement between the service provider and another part of the same organization
  - b) An agreement between the service provider and an external organization
  - c) A document that describes to a customer how services will be operated on a day-to-day basis
  - d) A document that describes business services to operational staff
11. A known error record has been created after completing diagnosis of a problem but before finding a workaround.
- Is this a valid approach?
- a) Yes: for information purposes, a known error record can be created at any time it is prudent to do so
  - b) No: the known error record should be created before the problem is logged
  - c) No: a known error record is created when the original incident is raised
  - d) No: a known error record should be created with the next release of the service

12. Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- a) Change proposal
- b) Change policy
- c) Service request
- d) Risk register

13. From the perspective of the service provider, who is the person or group that agrees their service targets?

- a) The user
- b) The customer
- c) The supplier
- d) The service desk staff

14. The consideration of value creation is a principle of which stage of the service lifecycle?

- a) Service operation
- b) Service strategy
- c) Service design
- d) Service transition

15. Implementation of ITIL service management requires preparation and planning of the effective and efficient use of "the four Ps". What are these?

- a) People, process, partners, performance
- b) Performance, process, products, problems
- c) People, process, products, partners
- d) People, products, perspective, partners

16. What is the MAIN reason for a service provider to understand the five aspects of service design?

- a) To prevent security breaches in mission critical services
- b) To ensure a holistic, results-driven approach
- c) To allow service design to cut costs
- d) To prevent breaches of service level agreements (SLAs)

17. What is the CORRECT set of steps in the Continual Service Improvement (CSI) approach?

- a) Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- b) *'Where do we want to be?'; 'How do we get there?'; 'How do we check we arrived?'; 'How do we keep the momentum going?'*
- c) Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- d) *'What is the vision?'; 'Where are we now?'; 'Where do we want to be?'; 'How do we get there?'; 'Did we get there?'; 'How do we keep the momentum going?'*

18. Which three types of metric support Continual Service Improvement (CSI) activities?

- a) Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
- b) Process metrics, software metrics and financial metrics
- c) Technology metrics, process metrics and service metrics
- d) Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

19. Which part of Financial Management for IT services deals with predicting and controlling income and expenditure within the organization?

- a) Accounting
- b) Budgeting
- c) Cost models
- d) Charging

20. What is the PRIMARY process for strategic communication with the service provider's customers?

- a) Service catalogue management
- b) Service portfolio management
- c) Service desk
- d) Business relationship management

21. Which of these recommendations is/are best practice for service level management?

- 1. Include legal terminology in service level agreements (SLAs)
- 2. Ensure all the targets in an SLA are measurable.

- a) 1 only
- b) 2 only
- c) Both of the above
- d) Neither of the above



22. Which is the BEST description of a service-based service level agreement (SLA)?
- a) An agreement with an individual customer group, covering all the services that they use
  - b) An agreement that covers one service for a single customer
  - c) An agreement that covers service specific issues in a multi-level SLA structure
  - d) An agreement that covers one service for all customers of that service
23. Which is NOT the responsibility of service catalogue management?
- a) Ensuring that information in the service catalogue is accurate
  - b) Ensuring that service level agreements are maintained
  - c) Ensuring that information in the service catalogue is consistent with information in the service portfolio
  - d) Ensuring that all operational services are recorded in the service catalogue
24. Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?
- a) Service level management
  - b) IT service continuity management
  - c) Service catalogue management
  - d) Supplier management
25. Which process has the objective: "Produce service design packages (SDPs) based on service charters and change requests."?
- a) Service transition planning and support
  - b) Design coordination
  - c) Service level management
  - d) Change management

26. Which statement about the emergency change advisory board (ECAB) is CORRECT?
- a) The ECAB considers every high priority request for change
  - b) Amongst the duties of the ECAB is the review of completed emergency changes
  - c) The ECAB will be used for emergency changes where there may not be time to call a full CAB
  - d) The ECAB will be chaired by the IT director
27. Who is responsible for chairing a change advisory board (CAB)?
- a) Change manager
  - b) Service owner
  - c) Change initiator
  - d) Business relationship manager
28. What is the second phase in release and deployment management?
- a) Review and close
  - b) Authorize changes
  - c) Release, build and test
  - d) Release and deployment planning
29. The objective of which process is: "to improve the quality of management decision making by ensuring that reliable and secure knowledge, information and data is available throughout the lifecycle"?
- a) Knowledge management
  - b) Availability management
  - c) Service asset and configuration management
  - d) Change management

30. Which process would maintain policies, standards and models for service transition activities and processes?

- a) Change management
- b) Capacity management
- c) Transition planning and support
- d) Release management

31. Which should be done when closing an incident?

- 1. Check the incident categorization and correct it if necessary
- 2. Check that the user is satisfied with the outcome

- a) 1 only
- b) 2 only
- c) Both of the above
- d) Neither of the above

32. Hierarchic escalation is BEST described as...?

- a) Notifying more senior levels of management about an incident
- b) Passing an incident to people with a greater level of technical skill
- c) Using more senior specialists than necessary to resolve an incident to maintain customer satisfaction
- d) Failing to meet the incident resolution times specified in a service level agreement

33. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST LIKELY to be escalated to?
- a) IT service continuity management
  - b) Availability management
  - c) Incident management
  - d) Change management
34. Which process will regularly analyze incident data to identify discernable trends?
- a) Service level management
  - b) Problem management
  - c) Change management
  - d) Event management
35. Which is the BEST description of a service request?
- a) A request from a user for information, advice or for a standard change
  - b) Anything that the customer wants and is prepared to pay for
  - c) Any request or demand that is entered by a user via a self-help web-based interface
  - d) Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

36. Which service desk organizational structures are described in service operation?

1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun

- a) 1, 2 and 3 only
- b) 1, 2 and 4 only
- c) 1, 3 and 4 only
- d) 2, 3 and 4 only

37. Which function or process would provide staff to monitor events in an operations bridge?

- a) Technical management
- b) IT operations management
- c) Request fulfilment
- d) Applications management

38. What is a process owner NOT responsible for?

- a) Defining the process strategy
- b) Communication of process information or changes to ensure awareness
- c) Developing IT plans that meet and continue to meet the IT requirements of the business
- d) Identifying improvement opportunities for inclusion in the CSI register

39. What is a person responsible for if they are categorized as "I" in a RACI matrix?

- a) They are accountable for the outcome of the activity
- b) They must perform an activity
- c) They must be kept up to date on the progress of an activity
- d) They manage an activity

40. Which of these results in pattern recognition analysis, improved detection and monitoring, and service optimization?

- a) Service Automation
- b) The DIKW Structure
- c) Event Management
- d) Standard Changes

**END OF EXAMINATION**