# Simulados ITIL

**Question 1**
 Which of the following is a Service desk activity?

A) functioning as the first point of contact for the customer

B) investigating the cause of disruptions for the customer

C) tracing the cause of incidents

**Question 2**
 What is the role of ITIL within IT Service Management?

A) to provide an approach based on the best examples from practice

B) to serve as the international norm for IT Service Management

C) to serve as the standard model for IT service provision

D) to serve as a theoretical framework for process design

**Question 3**
The network managers are up to their ears in work. They rarely have time to proactively manage the network. One of the reasons is that they are contacted directly by users to resolve all sorts of disruptions.

What ITIL process would improve this situation?

A) Change Management

B) Configuration Management

C) Incident Management

D)  Problem Management

**Question 4**
 Which of the following tasks is the responsibility of Problem Management?

A) coordinating all modifications to the IT infrastructure

B) recording incidents for later study

C) approving all modifications made to the Known Error database

D) signaling any user needs and modifying the IT infrastructure based on these needs

**Question 5**
 Data in the Configuration Management Database (CMDB) may only be modified after permission is granted to modify the infrastructure.

What process grants this permission?

A) Change Management

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B) Configuration Management

C) Incident Management

D) Service Level Management

**Question 6**
Which of the following concepts is part of Change Management?

A) post implementation review (evaluation after implementation)

B) emergency release

C) service request

D) work-around

**Question 7**
A user receives a new PC that is linked to the network. His old PC is installed as a print server for the local network.

What process is responsible for registering this modification in the Configuration Management Database (CMDB)?

A) Change Management

B) Configuration Management

C) Problem Management

D) Release Management

**Question 8**
Over the years an insurance broker has become more and more dependent on its information systems. Thus, the decision has been made that there must be assurances regarding IT service provision following an interruption to the business.

What process should be set up to assure this?

A Availability Management

B IT Service Continuity Management

C Service Level Management

D Service Management

**Question 9**
The data for financial administration are only to be made accessible to authorised users. The security management function takes steps to ensure this is so.

What aspect of the data is primarily be ensured by the security management function by taking such steps?

A) Availability

B) Integrity

C) Stability

D) Confidentiality

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**Question 10**
 A computer operator sees that a disk is about to become full.

To what ITIL process must he report this?

A) Availability Management

B) Capacity Management

C) Change Management

D) Incident Management

**Question 11**
For which of the following activities is Release Management responsible?

A) checking whether there is any illegal software on the computers within the organisation

B) saving the original copies of all authorised software within the organisation

C) registering where what versions of software are available

**Question 12**
For what purposes does Service Level Management use data from the service desk's incident registration?

A) to draw up service level agreements (SLAs)

B) to draw up reports regarding the number and nature of incidents that occurred during a specific period

C) to determine the availability of an IT service using the number of resolved incidents

D) to use together with other data to check whether the agreed upon service level is being provided

**Question 13**
 The service desk has handled 2317 calls this month.

What do these calls include?

A) modifications to Service Level Agreements (SLAs)

B) notices regarding modified Configuration Items (CIs)

C) requests to the IT organisation for user support

**Question 14**
 A steel company is merging with a competitor. The IT departments, along with the IT infrastructures of both companies will be combined. What process is responsible for determining the disk and memory space that will be required for applications running in the combined IT infrastructure?

A) Application Management

B) Capacity Management

C) Computer Operations Management

D) Release Management

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**Question 15**
Which concept is NOT part of Financial Management for IT Services?

A) Budgeting

B) Charging

C) Procuring

D) Pricing

**Question 16**
Service level requirements are used in the service level management process.

What do these service level requirements represent?

A) the customer's expectations and needs regarding the service

B) what the IT organisation expects of the customer

C) the conditions required for the Service Level Agreement (SLA)

D) a paragraph of the SLA with additional specifications required to execute the SLA

**Question 17**
Which of the following is one of the goals of Availability Management?

A) entering into contracts with suppliers

B) monitoring the availability of a charge-through system

C) verifying the reliability and the service level of the configuration items (CIs) purchased from and maintained by third parties

D) planning and managing the reliability and availability of the Service Level Agreements

**Question 18**
A user calls the service desk with the complaint that an error continually occurs when using a specific application. This causes the connection with the network to be broken.

Which ITIL process is responsible for tracing the cause?

A) Availability Management

B Incident Management

C Problem Management

D Release Management

**Question 19**
A serious incident has occurred. The assigned solution team cannot resolve the problem within the agreed time. The Incident Manager is called in.

What form of escalation is involved here?

A formal escalation

B functional escalation

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C hierarchical escalation

D operational escalation

**Question 20**
Which of the following is as the best description of a Problem?

A another term for one or more known errors

B a known cause of one or more disruptions

C the unknown cause of one or more incidents

D a known error with one or more incidents

**Question 21**
Which of the following concepts is part of IT Service Continuity Management?

A Application Sizing

B Vulnerability

C Maintainability

D Resilience

**Question 22**
How does IT Service Management contribute to the quality of IT service provision?

A by recording agreements between internal and external customers and suppliers in formal documents

B by defining generally accepted norms for Service Levels

C by promoting a customer focus among all the employees in the IT organisation

D by setting up processes for the creating of services, ensuring that services are manageable, and harmonising them

**Question 23**
Performance Management and Resource Management are parts of what process?

A Availability Management

B Capacity Management

C IT Service Continuity Management

D Service Level Management

**Question 24**
An organisation has set up an Incident Management Process. In so doing, multiple groups are created to engage in resolving incidents. There is a solution team for PC disruptions, a solution team for network disruptions, a service desk and a group of specialists that supports these teams. Within an IT organisation, support groups are generally categorised by levels, for example, 1st-level support, 2nd-level support, and so on.

At what levels would you categorise the support groups mentioned above?

A 0 level Service desk, 1st level both solution teams, 2nd level specialists

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B 1st level Service desk , 2nd level PC solution team, 3rd level Network solution team, 4th level specialists

C 1st level Service desk , 2nd level both solutions teams, 3rd level specialists.

**Question 25**
Company ABC believes it is important that each request for a new workplace to be set up be handled as efficiently and effectively as possible.

What ITIL processes designed to ensure this outcome?

A Change Management

B Customer Liaison

C Problem Management

D Service Level Management

**Question 26**
Which of the following can be considered a Configuration Item (CI)?

A a call

B documentation

C an incident

D a process

**Question 27**
How does Problem Management support the activities of the service desk? Problem Management ...

A resolves serious incidents for the service desk.

B studies all incidents the service desk resolves.

C relieves the service desk by communicating a solution for a problem directly to the users.

D makes information regarding a known error available to the service desk.

**Question 28**
Which of the following is a configuration baseline?

A the standard configuration for the Configuration Management Database (CMDB)

B a description of a standardised CI

C a set of Configuration Items (CIs) that is delivered once

D a standard configuration that can be replicated and distributed to users

**Question 29**
Which of the following is the role of the Definitive Software Library (DSL) in the Release Management process?

A a (physical) storage area for the original versions of all authorised software in use

B a reference work that includes all software documentation (manuals and the like)

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C a registration tool for all software items

D a type of Configuration Management Database (CMDB) for software

**Question 30**
The Network department within an organisation has made an agreement with an external organisation in order to fulfil an agreement with its internal customer.

In which of the following would the agreement with the external organisation be specified?

A Operational Level Agreement (OLA)

B Service Level Agreement (SLA)

C Service Level Requirements (SLR)

D Underpinning Contract (UC)

**Question 31**
 How does Availability Management work together with Security Management?

A by making agreements regarding the availability of the Security database

B by making agreements regarding the security of the Availability database

C by establishing the security boundaries based on the availability requirements

D by implementing the measures specified by security management for securing the data

**Question 32**
 What question is being answered when an organisation specifies its vision and objectives?

A How do we get where we want to go?

B How do we know if we are there or not?

C Where do we want to go?

D Where are we now?

**Question 33**
 Which of the following is a Configuration Management task?

A convening the Configuration Advisory Board

B physically managing software items

C installing equipment at the workplace

D recording the relations between Configuration Items (CIs)

**Question 34**
After the requisite search, the common cause of a series of comparable incidents is found. This has resulted in a known error.

What must generally happen now?

A All incidents must be resolved as quickly as possible.

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B The error must be resolved using a change.

C The error must be included in the Configuration Management Database (CMDB).

D The problem in question must be identified.

**Question 35**
What is the primary task of error control?

A to come up with and work out the details for work-arounds

B to resolve known errors through the Change Management process

C to recognise and register known errors

D to register and manage known errors

**Question 36**
 What ITIL process is an associated with the concept of a post implementation review (an evaluation after an implementation)?

A Application Management

B Incident Management

C Problem Management

D Release Management

**Question 37**
In case of a request for change, the change manager will initiate a number of activities.

What does he do if this involves a complex change?

A He reports the change to Problem Management.

B He reports the change to Incident Management.

C He presents the change to the Change Advisory Board.

D He presents the change to the IT manager.

**Question 38**
 What is the difference between Asset Management and Configuration Management?

A Asset Management only deals with what you own; Configuration Management deals with everything in your infrastructure.

B Asset Management is a superset of Configuration Management, as it includes non-IT assets such as chairs and tables.

C Asset Management deals with the financial aspects of Configuration Items; Configuration Management only deals with the technical details of the infrastructure.

D Configuration Management goes much further than Asset Management, because it also specifies the relations between the assets.

**Question 39**
For what ITIL process is Mean Time Between Failures (MTBF) a commonly used concept?

A Availability Management

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B Capacity Management

C IT Service Continuity Management

D Service Level Management

**Question 40**
A company sets up an Intranet and starts using graphic design workstations. Because a lot of illustrations are transmitted over the network, more bandwidth is needed, and the network capacity has to be expanded.

What process must approve the implementation of the capacity expansion?

A Capacity Management

B Change Management

C Availability Management

D Problem Management

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| Question | Right answer |
|:---:|:---:|
| 1 | A |
| 2 | A |
| 3 | C |
| 4 | C |
| 5 | A |
| 6 | A |
| 7 | B |
| 8 | B |
| 9 | D |
| 10 | D |
| 11 | B |
| 12 | D |
| 13 | C |
| 14 | B |
| 15 | C |
| 16 | A |
| 17 | C |
| 18 | C |
| 19 | C |
| 20 | C |
| 21 | B |
| 22 | D |
| 23 | B |
| 24 | C |
| 25 | A |
| 26 | B |
| 27 | D |
| 28 | D |
| 29 | A |
| 30 | D |
| 31 | D |
| 32 | C |
| 33 | D |
| 34 | B |
| 35 | B |
| 36 | C |
| 37 | C |
| 38 | D |
| 39 | A |
| 40 | B |