QUESTION 71

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The objective of any IT process should be expressed in terms of business benefits and goals
- C. A process may define policies, standards and guidelines
- D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Answer: D

QUESTION 72

Which of the following sentences BEST describes a Standard Change?

- A. A pre-authorized change that has an accepted and established procedure
- B. A change that is made as the result of an audit
- C. A change that correctly follows the required change process
- D. A change to the service provider's established policies and guidelines

Answer: A

QUESTION 73

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Shared Service Provider
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, External Service provider, Outsourced 3rd Party
- D. Internal Service provider, Outsourced 3rd party and Off-shore party

Answer: A

QUESTION 74

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- C. The objective of any IT process should be expressed in terms of business benefits and goals
- D. A process may define policies, standards and guidelines

Answer: B

QUESTION 75

A Service Level Agreement is?

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and their customer
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and an internal organization

Answer: B

QUESTION 76

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

Answer: A

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QUESTION 77

Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

A. The Service Desk Manager

B. The Service Manager

C. The Request Fulfilment Process Manager

D. The Request Fulfilment Process Owner

Answer: D

QUESTION 78

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization

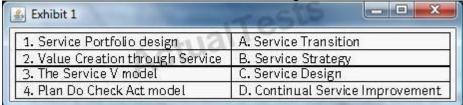
B. Produce and maintain all necessary Service Transition packages

C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced

D. Measuring the effectiveness and efficiency of Service Design and the supporting processes **Answer:** B

QUESTION 79

Which is the correct combination of Service Management terms across the Lifecycle?



A. 1C, 2B, 3A, 4D

B. 1A, 2B, 3C, 4D

C. 1C, 2D, 3A, 4B

D. 1B, 2C, 3D, 4A

Answer: A

QUESTION 80

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

A. Extreme focus on cost

B. Extreme focus on responsiveness

C. Vendor focused

D. Extreme internal focus

Answer: D