

Which of the following includes configuring components and activities to facilitate outcomes for stakeholders?

- ☐ A. Service relationship management
- ☐ B. Service consumption
- ☒ C. The service value system
- ☐ D. The release management practice

Answer: C

Item 2 of 119 (Exam A, Q2)

Hide Answer

Which statement about outcomes is CORRECT?

- ☐ A. Outcomes help service consumers achieve outputs
- ☐ B. Outcomes are one or more services that fulfil the needs of a service consumer
- ☐ C. Helping service consumers achieve outcomes reduces service provider costs
- ☒ D. Service providers help service consumers achieve outcomes

Answer: D

Staff in an IT organization are very busy, mostly carrying out tasks that add little or no value to the organization or its customers. Which guiding principle recommends that the unnecessary work should be eliminated?

- ☒ A. Start where you are
- ☐ B. Think and work holistically
- ☐ C. Keep it simple and practical
- ☐ D. Progress iteratively with feedback

Answer: C

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- ☐ A. Deployment management
- ☐ B. Monitoring and event management
- ☐ C. Continual improvement
- ☒ D. IT asset management

Answer: D

Item 5 of 119 (Exam A, Q5)

Hide Answer

A service will be unavailable for the next two hours for unplanned maintenance.
Which practice is MOST LIKELY to be involved in managing this?

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

Answer: D

Item 6 of 119 (Exam A, Q6)

Hide Answer

What type of change is often used for resolving incidents or implementing security patches?

- ☐ A. Standard change
- ☒ B. Emergency change
- ☐ C. Change model
- ☐ D. Normal change

Answer: B

Which practice performs reviews to ensure that services continue to meet the needs of the customers?

- ☐ A. Service desk
- ☐ B. Monitoring and event management
- ☒ C. Service level management
- ☐ D. Change enablement

Answer: C

Item 8 of 119 (Exam A, Q8)

Hide Answer

Which service value chain activity deals with the purchase of new products?

- ☐ A. Improve
- ☐ B. Plan
- ☒ C. Obtain/build
- ☐ D. Engage

Answer: C

Item 9 of 119 (Exam A, Q9)

Hide Answer

Which of the following is included in the purpose of the continual Improvement' practice?

- ☒ A. The alignment of the organization's practices and services with changing business needs
- ☐ B. The establishment of links between the organization and its stakeholders at strategic and tactical levels
- ☐ C. The restoration of normal service operation as quickly as possible
- ☐ D. The reduction of the likelihood and impact of incidents

Answer: A

Which is included in the purpose of the 'improve' value chain activity?

- ☐ A. Ensuring a shared understanding of the improvement direction for services across the organization
- ☐ B. Ensuring continual engagement and good relationships with all stakeholders
- ☐ C. Ensuring that services continually meet expectations for quality, costs, and time to market
- ☒ D. Ensuring the continual improvement of practices across all value chain activities

Answer: D

Which is the BEST type of resource for investigating complex incidents?

- ☐ A. Disaster recovery plans
- ☐ B. Detailed work instructions
- ☐ C. Self-help systems
- ☒ D. Knowledgeable support staff

Answer: D

Item 12 of 119 (Exam A, Q12)

What is defined as "any component that needs to be managed in order to deliver an IT service"?

- ☐ A. An IT asset
- ☒ B. A configuration item
- ☐ C. An event
- ☐ D. A change

Answer: B

Which TWO of the following statements are MOST associated with the 'optimize and automate' guiding principle?

1. It is important to assess which method of communication is appropriate for each type of stakeholder
2. Complex systems should be designed with an understanding of how the components' parts are related.
3. Organizations should consider whether technology could improve the efficiency of manual processes.
4. It is important to understand the organization's objectives when assessing the impact of potential improvements

- ☒ A. 3 and 4
- ☐ B. 2 and 3
- ☐ C. 1 and 4
- ☐ D. 1 and 2

Answer: A

Which statement about emergency changes is CORRECT?

- ☐ A. Authorization of emergency changes may be deferred until after implementation
- ☐ B. Emergency changes are low risk and well understood
- ☒ C. Emergency changes are not usually recorded in the change schedule
- ☐ D. It is necessary to complete all documentation before an emergency change is implemented

Answer: C

Item 15 of 119 (Exam A, Q15)

Hide Answer

Which is the definition of an IT asset?

- ☐ A. Any change of state that has significance for the management of a service
- ☐ B. Any component that needs to be managed to deliver a service
- ☐ C. Any request from a user that is a normal part of service delivery
- ☒ D. Any financially valuable component that contributes to a service

Answer: D

Item 16 of 119 (Exam A, Q16)

Hide Answer

What is defined as "the role that uses services"?

- ☐ A. Customer
- ☐ B. Service consumer
- ☐ C. Sponsor
- ☒ D. User

Answer: D

Item 17 of 119 (Exam A, Q17)

Hide Answer

Which is an example of a problem control activity?

- ☐ A. Re-assessing a known error to understand the ongoing impact
- ☐ B. Implementing a technical fix to resolve an issue
- ☐ C. Reviewing incident records to identify trends
- ☒ D. Documenting the steps in a workaround

Answer: D

What should remain constant within an organization, even when the organization's objectives change?

- ☒ A. Guiding principles
- ☐ B. Outcomes
- ☐ C. Outputs
- ☐ D. Service offerings

Answer: A

Which is a key element of the "think and work holistically" guiding principle?

- ☐ A. Assessing which procedures can be re-used when improving a service
- ☐ B. Using technology for standard tasks to give people time for complex activities"
- ☒ C. Understanding the methods applicable to complex systems
- ☐ D. Eliminating metrics which do not contribute to achieving an objective

Answer: C

Which practice has a purpose that includes managing authentication and non-repudiation?

- ☐ A. Supplier management
- ☒ B. Information security management
- ☐ C. Service configuration management
- ☐ D. Relationship management

Answer: B

Item 21 of 119 (Exam A, Q21)

Hide Answer

Which of the following is the MOST important for effective incident management?

- ☐ A. Balanced Scorecard review
- ☐ B. A variety of access channels
- ☐ C. Automated pipelines
- ☒ D. Collaboration tools and techniques

Answer: D

Item 22 of 119 (Exam A, Q22)

Hide Answer

Which practice handles all pre-defined user-initiated service actions?

- ☒ A. Service request management
- ☐ B. Deployment management
- ☐ C. Incident management
- ☐ D. Service level management

Answer: A

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- ☐ A. Developers.
- ☐ B. Relationship managers
- ☐ C. Suppliers
- ☒ D. Customers



Answer: D

Which activity is NOT recommended by the 'start where you are' guiding principle?

- ☐ A. Applying risk management when considering to introduce new processes
- ☒ B. Discarding existing processes before assessing their usefulness
- ☐ C. involving people who are not familiar with a service when observing and assessing
- ☐ D. Using Source data to avoid any unintentional data distortion found in reports

Answer: B



For which purpose would the continual improvement practice use a SWOT analysis?

- ☒ A. Understanding the current state
- ☐ B. Defining the future desired state
- ☐ C. Tracking and managing ideas
- ☐ D. Ensuring everyone actively participates



Answer: A

Item 26 of 119 (Exam A, Q26)

Hide Answer

Which practice ensures that a variety of access channels are available for users to report issues?

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

Answer: D

Which is a key requirement for successful service level agreements (SLAs)?

- ☐ A. They should avoid ambiguous targets such as those relating to user experience
- ☐ B. They should be based on system-based metrics which are useful to the service provider
- ☒ C. They should be written using language and terms which all parties will understand
- ☐ D. They should be carried forward, unchanged, from one year to the next to enable consistent service



Answer: C

Which is an example of a service request?

- ☐ A. A request for normal operation to be restored
- ☐ B. A request to investigate the cause of an incident
- ☒ C. A request for access to a file
- ☐ D. A request to implement a security patch

Answer: D

Item 29 of 119 (Exam A, Q29)

Hide Answer

Which of the four dimensions focuses on managing data in compliance with industry regulations?

- ☐ A. Information and technology
- ☐ B. Organizations and people
- ☐ C. Partners and suppliers
- ☐ D. Value streams and processes

Answer: A

Which guiding principle leads to a faster response to customer needs by timeboxing activities and learning from the outputs of previous activities?

- ☐ A. Focus on value
- ☐ B. Collaborate and promote visibility
- ☐ C. Optimize and automate
- ☒ D. Progress iteratively with feedback

Answer: D

Which practice has a purpose that includes maximizing the number of successful additions, modifications, or removals of anything that could have an effect on a service?

- ☒ A. Incident management
- ☐ B. Service desk
- ☐ C. Change enablement
- ☐ D. Service request management

Answer: C

In which situation will incident management USUALLY use a separate process?

- ☐ A. Where the cause must be diagnosed
- ☐ B. For low impact incidents
- ☒ C. For information security incidents
- ☐ D. Where no target resolution time exists

Answer: C

Which practice minimizes the impact on normal service operation by managing resources in response to unplanned reductions in service quality?

- ☐ A. Change enablement
- ☐ B. Continual improvement
- ☒ C. incident management
- ☐ D. Service level management

Answer: C

Which practice makes use of methods from Lean, Agile and DevOps?

- ☐ A. Incident management
- ☒ B. Continual improvement
- ☐ C. Problem management
- ☐ D. Service desk

Answer: B

Item 35 of 119 (Exam A, Q35)

Hide Answer

Identify the missing word in the following sentence.
Sponsor is the role that authorizes budget for service [?]

- ☐ A. value
- ☐ B. management
- ☒ C. consumption
- ☐ D. provision

Answer: C

Which statement about service offerings is CORRECT?

- ☐ A. Service offerings include the transfer of goods from the consumer to the provider
- ☐ B. Service offerings describe how providers and consumers cooperate to co create value
- ☒ C. The same product can be used as a basis for more than one service offering
- ☐ D. Each service should be described to consumers as a single service offering

Answer: A

Which statement about value streams is CORRECT?

- ☒ A. Each value stream must be designed for a specific scenario
- ☐ B. Each value stream must include all six value chain activities
- ☐ C. Each value stream must include suppliers or partners
- ☐ D. Each value stream must include all 34 ITIL practices

Answer: A

Which is part of the value proposition of a service?

- ☐ A. Risks imposed on the consumer by the service
- ☒ B. Outputs of the service received by the consumer
- ☐ C. Costs imposed on the consumer by the service
- ☐ D. Costs removed from the consumer by the service

Answer: B

Why should a service level manager carry out regular service reviews?

- ☐ A. To capture information about service issues and performance against agreed goals.
- ☒ B. To ensure continual improvement of services so that they meet the evolving needs of service consumers
- ☐ C. To ensure that agreements are written simply and are easy to understand
- ☐ D. To collect information about service consumer goals and objectives

Answer: A ~~X~~ b

A flaw in an application could cause a service to fail. IT staff are actively analyzing the application to try and understand what is going on. What is the correct name for this type of flaw?

- ☐ A. Problem
- ☐ B. Event
- ☐ C. Known error
- ☒ D. Incident

Answer: D

Item 41 of 119 (Exam A, Q41)

Hide Answer

Which value chain activity ensures that ongoing service activity meet user expectations?

- ☐ A. Engage
- ☒ B. Obtain/build
- ☐ C. Plan
- ☐ D. Deliver and support

Answer: B

Which practice's purpose includes creating closer, more collaborative relationships?

- ☐ A. Release management
- ☐ B. Information security management
- ☐ C. Service configuration management
- ☒ D. Supplier management

Answer: D

Item 43 of 119 (Exam A, Q43)

Which TWO are inputs to the service value system?

1. Demand
2. Products
3. Value
4. Opportunity

- ☐ A. 1 and 4
- ☐ B. 1 and 2
- ☐ C. 2 and 3
- ☐ D. 3 and 4

Answer: A

Which role would be MOST SUITABLE for someone with experience of managing relationships with various stakeholders, including suppliers and business manager?

- ☐ A. Problem analyst
- ☒ B. Service level manager
- ☐ C. Service desk agent
- ☐ D. Change authority

Answer: B

Which is the addition, modification or removal of anything that could have an effect on services?

- ☐ A. A problem
- ☒ B. A change
- ☐ C. An event
- ☐ D. An incidents

Answer: B

Which practice is MOST LIKELY to make use of artificial intelligence, robotic process automation, and chatbots?

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

Answer: B

What is a problem that has been analyzed but has not been resolved?

- ☐ A. Event
- ☐ B. Workaround
- ☐ C. Incident
- ☐ D. Known error



Answer: D

Item 48 of 119 (Exam A, Q48)

Hide Answer

Which is described by the organizations and people dimension of service management?

- ☐ A. Workflows and controls
- ☐ B. Contracts and agreements
- ☐ C. Inputs and outputs
- ☒ D. Communication and collaboration

Answer: D

Which facilitates outcomes that customers want to achieve?

- ☐ A. Organization
- ☐ B. Warranty
- ☐ C. IT asset
- ☐ D. Service

Answer: D

Which practice recommends that organizations develop competencies in techniques such as strength, weakness, opportunity, and threat (SWOT) analysis, and balanced Scorecards?

- ☐ A. Service request management
- ☒ B. Continual improvement
- ☐ C. Change enablement
- ☐ D. Incident management

Answer: B

Which ITIL concept helps an organization to make good decisions?

- ☐ A. Four dimensions of service management
- ☐ B. Practices
- ☐ C. Service value chain
- ☐ D. Guiding principles

Answer: D

Which is a recommendation for applying the guiding principle keep it simple and practical?

- ☐ A. Sometimes nothing from the current state can be re-used
- ☐ B. Communicate in a way the audience can hear
- ☒ C. if a practice is easier to follow it is more likely to be adopted
- ☐ D. Fast does not mean incomplete

Answer: C

Which practice has a purpose that includes responding to conditions that could lead to potential faults or incidents?

- ☐ A. Service request management
- ☐ B. Incident management
- ☒ C. Monitoring and event management
- ☐ D. Change enablement

Answer: C

What role would be MOST suitable for a new graduate with great levels of empathy and understanding of business issues?

- ☐ A. Problem analyst
- ☐ B. Service desk agent
- ☐ C. Change authority
- ☐ D. Service level manager

Answer: B

Which practice nurtures links with stakeholders at strategic and tactical levels?

- ☐ A. Service desk
- ☐ B. Service level management
- ☐ C. Supplier management
- ☒ D. Relationship management

Answer: D

Which of the following is NOT recommended by the guiding principle 'start where you are' ?

- ☐ A. identifying what is available to be leveraged
- ☐ B. Asking questions that appear to be stupid
- ☒ C. Building something completely new
- ☐ D. Collecting data directly from the source

Answer: C



Item 57 of 119 (Exam A, Q57)

Which is a use of a continual improvement register?

- ☒ A. Tracking and managing improvement ideas from identification through to final action
- ☐ B. Selecting the right method model or technique for identifying improvements
- ☐ C. Describing the services designed to meet the needs of a consumer group
- ☐ D. Planning changes, assisting in communication, avoiding conflicts, and assigning resources

Answer: A

Which practice uses pre-defined, standardized procedures to enable fulfilment times to be clearly communicated?

- ☐ A. Incident management
- ☐ B. Service request management
- ☒ C. Service level management
- ☐ D. Problem management

Answer: C

Which Two of the following are considerations of change enablement?

1. Managing the people aspects of change
2. Ensuring that organizational transformations are successful
3. Maximizing the number of successful service changes
4. Ensuring that changes are properly assessed

- ☒ A. 3 and 4
- ☐ B. 2 and 3
- ☐ C. 1 and 2
- ☐ D. 1 and 4

Answer: A

How can a service consumer contribute to the reduction of risk?

- ☒ A. By fully understanding their own requirements for the service
- ☐ B. By providing the service in accordance with requirements
- ☐ C. By ensuring that the service providers resources are correctly configured
- ☐ D. By managing the detailed level of risk on behalf of the service provider

Answer: A

Identify the missing word in the following sentence

The purpose of the service configuration management practice is to ensure that accurate reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed.

- ☐ A. services
- ☐ B. organizations
- ☒ C. IT assets
- ☐ D. outcomes

Answer: C

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Answer: B

Item 63 of 119 (Exam A, Q63)

Which service request management decisions require that policies are established?

- ☐ A. Deciding how degradations of service are resolved
- ☐ B. Deciding how to handle service requests where the steps are unknown
- ☐ C. Deciding when workarounds should be used
- ☒ D. Deciding which service requests require approval

Answer: D

Which dimension of service management considers how activities are coordinated?

- ☐ A. Information and technology
- ☒ B. Value streams and processes
- ☐ C. Partners and suppliers
- ☐ D. Organizations and people

Answer: B

A user contacts the service desk to ask how they can create a report.
Which practice is MOST LIKELY to contribute to resolving this issue?

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

Answer: B

What is included in the purpose of the 'continual improvement practice'?

- ☐ A. Ensuring that delivery of services is properly assessed, monitored, and improved against targets
- ☒ B. Aligning the organization's practices and services with changing business needs
- ☐ C. Creating collaborative relationships with key suppliers to realize new value
- ☐ D. Identifying and continually improving relationships with and between stakeholders

Answer: B

Which term is used to describe removing something that could have an effect on a service?

- ☐ A. An incident
- ☒ B. A change
- ☐ C. An IT asset
- ☐ D. A problem

Answer: B

How does the 'incident management practice set user expectations?

- ☐ A. By agreeing, and communicating target resolution times
- ☒ B. By assigning resources to ensure that all incidents are resolved as quickly as possible
- ☐ C. By automated matching of incidents to known errors
- ☐ D. By using collaboration tools to communicate effectively

Answer: B

What is the difference between the 'incident management and 'service desk' practices?

- ☐ A. Incident management manages interruptions to services, service desk monitors achieved service quality
- ☒ B. Incident management restores service operation, service desk provides communication with users
- ☐ C. Incident management resolves issues, service desk investigates the underlying causes of issues
- ☐ D. Incident management resolves complex issues, service desk resolves simpler issues

Answer: B

What is a user?

- ☐ A. The role that defines the requirements for a service
- ☒ B. The role that uses services
- ☐ C. The role that directs and controls an organization
- ☐ D. The role that authorizes budget for service consumption

Answer: B

Identify the missing word in the following sentence

The purpose of the service configuration management practice is to ensure that accurate reliable information about the configuration of [?] , and the CIs that support them, is available when and where it is needed.

- ☒ A. outcomes
- ☐ B. organizations
- ☐ C. services
- ☐ D. IT assets

Answer: D

Which practice helps to ensure that the services delivered to customers are aligned with their needs?

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

Answer: B

Which service request management decisions require that policies are established?

- ☐ A. Deciding how degradations of service are resolved
- ☒ B. Deciding which service requests require approval
- ☐ C. Deciding how to handle service requests where the steps are unknown
- ☐ D. Deciding when workarounds should be used

Answer: B

A user contacts the service desk to ask how they can create a report.
Which practice is MOST LIKELY to contribute to resolving this issue?

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

Answer: A

What is included in the purpose of the 'continual improvement practice'?

- ☒ A. Aligning the organization's practices and services with changing business needs
- ☐ B. Ensuring that delivery of services is properly assessed, monitored, and improved against targets
- ☐ C. Creating collaborative relationships with key suppliers to realize new value
- ☐ D. Identifying and continually improving relationships with and between stakeholders

Answer: A

Which term is used to describe removing something that could have an effect on a service?

- ☒ A. A change
- ☐ B. A problem
- ☐ C. An incident
- ☐ D. An IT asset

Answer: A

How does the 'incident management practice set user expectations?

- ☐ A. By agreeing, and communicating target resolution times
- ☐ B. By using collaboration tools to communicate effectively
- ☐ C. By automated matching of incidents to known errors
- ☒ D. By assigning resources to ensure that all incidents are resolved as quickly as possible

Answer: D

Item 78 of 119 (Exam A, Q78)

What is a user?

- ☐ A. The role that directs and controls an organization
- ☐ B. The role that defines the requirements for a service
- ☐ C. The role that authorizes budget for service consumption
- ☒ D. The role that uses services

Answer: D

The role that defines the requirements for a service

- ☐ A. A way to help create value by facilitating outcomes that service consumers need
- ☒ B. Activities that an organization performs to deliver services
- ☐ C. A formal description of one or more services, designed to address the needs of a service consumer
- ☐ D. Cooperation between two organizations to ensure that a service delivers value

Answer: B

What is the **CORRECT** order for the three phases of problem management?

- ☐ A. Problem control, error control, problem identification
- ☒ B. Problem identification, problem control, error control
- ☐ C. Error control, problem control, problem identification
- ☐ D. Problem identification, error control, problem control

Answer: B

Which guiding principle recommends using ideas from ITIL, Lean, DevOps, Kanban, and other sources to help drive improvements?

- ☒ A. Think and work holistically
- ☐ B. Start where you are
- ☐ C. Focus on value
- ☐ D. Optimize and automate

Answer: A

Item 82 of 119 (Exam A, Q82)

Hide Answer

Which of the four dimensions is concerned with service integration and management?

- ☐ A. Organizations and people
- ☐ B. Information and technology
- ☒ C. Value streams and processes
- ☐ D. Partners and suppliers

Answer: C

Which practice identifies changes of state related to infrastructure, services, and business processes?

- ☒ A. Monitoring and event management
- ☐ B. Information security management
- ☐ C. service configuration management
- ☐ D. Change enablement

Answer: A

Which practice would be **MOST** involved in assessing the risk to services when a supplier modifies the contract they offer to the organization?

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

Answer: B

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- ☐ A. Service level management
- ☐ B. Incident management
- ☐ C. Problem management
- ☒ D. Service request fulfilment

Answer: D

Which practice MOST requires staff who demonstrate skills such as empathy and emotional intelligence?

- ☐ A. Continual improvement
- ☐ B. Problem management
- ☒ C. Service desk
- ☐ D. Service request management

Answer: C

Item 87 of 119 (Exam A, Q87)

What ensures that a service provider and a service consumer continually co-create value?

- ☐ A. Service offerings
- ☒ B. Service relationship management
- ☐ C. Service level management
- ☐ D. Service consumption

Answer: B

When using the ITIL continual improvement model, which information should be produced by an organization in order to understand where the organization is now?

- ☐ A. Assessment results
- ☒ B. KPI reports
- ☐ C. Business objectives
- ☐ D. Improvement plans

Answer: B

In which case would a problem be logged as part of problem identification?

- ☐ A. After receiving error information from a supplier
- ☐ B. When a user reports an unplanned service interruption
- ☐ C. After a workaround has been identified and documented
- ☒ D. When the cause has been identified but not resolved

Answer: D

Which phase of problem management includes the regular assessment of the effectiveness of workarounds?

- ☐ A. Problem identification
- ☒ B. Problem control
- ☐ C. Problem analysis
- ☐ D. Error control

Answer: B

Why should a service level agreement include bundles of metrics?

- ☐ A. To ensure that all services are included in the service reports
- ☒ B. To help focus on business outcomes, rather than operational results
- ☐ C. To reduce the number of metrics that need to be measured and reported
- ☐ D. To ensure that the service levels have been agreed with customers

Answer: B

Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment, and delivery of services?

- ☐ A. Organizations and people
- ☐ B. Information and technology
- ☒ C. Partners and suppliers
- ☐ D. Value streams and processes

Answer: C

When working on an improvement iteration, which concept helps to ensure that the iteration activities remain appropriate in changing circumstances?

- ☐ A. Direct observation
- ☐ B. Minimum viable product
- ☐ C. Analysis paralysis
- ☐ D. Feedback loop

Answer: D

Item 94 of 119 (Exam A, Q94)

Hide Answer

What is **MOST LIKELY** to be handled as a service request?

- ☐ A. Managing an interruption to a service
- ☐ B. The implementation of a workaround
- ☐ C. An emergency change to apply a security patch
- ☒ D. Providing a virtual server for a development team

Answer: D

Which is a description of service provision?

- ☐ A. A formal description of one or more services, designed to address the needs of a service consumer
- ☐ B. A way to help create value by facilitating outcomes that service consumers need
- ☐ C. Cooperation between two organizations to ensure that a service delivers value
- ☒ D. Activities that an organization performs to deliver services

Answer: D

How is a 'continual improvement register' used?

- ☐ A. To record requests for provision of a resource or service
- ☐ B. To authorize changes to implement improvement initiatives
- ☐ C. To provide a structured approach to implementing improvements
- ☒ D. To organize past, present, and future improvement ideas

Answer: D

Item 97 of 119 (Exam A, Q97)

Hide Answer

Which is an input to the service value system?

- ☐ A. The system of directing and controlling an organization
- ☐ B. A model to help meet stakeholders' expectations
- ☒ C. A need from consumers for new or changed services
- ☐ D. Recommendations to help an organization in all aspects of its work

Answer: C

Which organization delivers outputs or outcomes of a service?

- ☐ A. A service consumer delivers outcomes of the service
- ☐ B. A service provider delivers outcomes of the service
- ☐ C. A service consumer delivers outputs of the service
- ☒ D. A service provider delivers outputs of the service

Answer: D

A service provider delivers outcomes of the service

- ☐ A. Deliver and support
- ☒ B. Obtain/build
- ☐ C. Plan
- ☐ D. Design and transition

Answer: B

Which is the **FIRST** action when optimizing a service?

- ☐ A. Agree the future state
- ☒ B. Understand the organizational context
- ☐ C. Implement the improvements
- ☐ D. Assess the current state

Answer: B

Item 101 of 119 (Exam A, Q101)

Hide Answer

What is the customer of a service responsible for?

- ☒ A. Defining the requirements for the service
- ☐ B. Using the service
- ☐ C. Authorizing the budget for the service
- ☐ D. Provisioning the service

Answer: A

Which **TWO BEST** describe the guiding principles?

1. Short-term
2. Standards
3. Recommendations
4. Long-term

- ☐ A. 2 and 3
- ☐ B. 1 and 4
- ☒ C. 3 and 4
- ☐ D. 1 and 2

Answer: A

Which **BEST** describes the focus of the 'think and work holistically' principle?

- ☐ A. Breaking down large initiatives into smaller pieces of work
- ☐ B. Considering the existing organizational assets before building something new
- ☐ C. Eliminating unnecessary steps to deliver valuable outcomes
- ☒ D. Integrating an organization's activities to deliver value

Answer: D

Which is the **FIRST** thing to consider when focusing on value?

- ☐ A. Defining customer experience and user experience
- ☒ B. Identifying the service consumer who will receive value
- ☐ C. Ensuring value is co-created by improvement initiatives
- ☐ D. Understanding what is valuable to the service consumer

Answer: B

Identify the missing word in the following sentence.

An organization which is undertaking an improvement initiative should [?] the existing methods and services when building for the future.

- ☐ A. Re-use
- ☒ B. Improve
- ☐ C. Discard
- ☐ D. Consider

Answer: B

Which step of the 'continual improvement model' defines measurable targets?

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

Answer: B

What is included in the purpose of the 'release management' practice?

- ☒ A. Making new features available for use
- ☐ B. Moving new software to live environments
- ☐ C. Authorizing changes to proceed
- ☐ D. Ensuring information about services is available

Answer: A

What is the CORRECT definition of service management?

- ☒ A. A set of specialized organizational capabilities for delivering value to customers in the form of services.
- ☐ B. The capability of service providers to minimize their costs without reducing the value of the services
- ☐ C. The capability of supplier to deliver services to providers in exchange for money
- ☐ D. A set of specialized assets for transitioning services into the live operational environment.

Answer: A

Which practice requires focus and effort to engage and listen to the requirements, issues, concerns, and daily needs of customers?

- ☒ A. Service level management
- ☐ B. Service request management
- ☐ C. Supplier management
- ☐ D. Service desk



Answer: A

What is defined as a cause, or potential cause, of one or more incidents?

- ☐ A. Event
- ☒ B. Problem
- ☐ C. Known error
- ☐ D. Change

Answer: B

What is defined as any financially valuable component that can contribute to the delivery of a service?

- ☐ A. IT asset
- ☐ B. Product
- ☐ C. Configuration item
- ☐ D. Event

Answer: A

Item 112 of 119 (Exam A, Q112)

Hide Answer

Which of the four dimensions include, the knowledge bases needed to deliver and manage services?

- ☒ A. Value streams and processes
- ☐ B. Information and technology
- ☐ C. Organizations and people
- ☐ D. Partners and suppliers

Answer: A

Which practice balances management of risk with maximizing throughput?

- ☐ A. Problem management
- ☐ B. Continual improvement
- ☒ C. Change enablement
- ☐ D. Incident management

Answer: C

What is the definition of 'service management'?

- ☐ A. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation
- ☐ B. A result for a stakeholder enabled by one or more outputs
- ☐ C. A set of specialized organizational capabilities for enabling value for customers in the form of services
- ☒ D. A formal description of one or more services, designed to address the needs of a target consumer group

Answer: D

Which step of the 'continual improvement model' defines measurable targets?

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

Answer: C

Item 116 of 119 (Exam A, Q116)

Hide Answer

Which value chain activity is concerned with the availability of service components?

- ☐ A. Deliver and support
- ☒ B. Obtain/build
- ☐ C. Plan
- ☐ D. Design and transition

Answer: B

Item 117 of 119 (Exam A, Q117)

Which of the four dimensions contributes MOST to defining activities needed to deliver services?

- ☐ A. Information and technology
- ☒ B. Value streams and processes
- ☐ C. Partners and suppliers
- ☐ D. Organizations and people

Answer: B

Item 118 of 119 (Exam A, Q118)

Hide Answer

What is used as a tool to help define and measure performance?

- ☐ A. A continual improvement register
- ☐ B. An incident record
- ☒ C. A service level agreement
- ☐ D. A change schedule

Answer: C

Which statement about the inputs and outputs of the value chain activities is **CORRECT**?

- ☐ A. The organization's governance will determine the inputs and outputs of each value chain activity
- ☐ B. Some value chain activities only have inputs, whereas others only have outputs
- ☐ C. Inputs and outputs are fixed for each value chain activity
- ☒ D. Each value chain activity receives inputs and provides outputs

Answer: D