



## **The ITIL<sup>®</sup> Foundation Examination**

### **Sample Paper A, version 5.1**

Multiple Choice

#### **Instructions**

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1. *All 40 questions should be attempted.*
2. *All answers are to be marked on the answer grid provided.*
3. *You have 60 minutes to complete this paper.*
4. *You must achieve 26 or more out of a possible 40 marks (65%) to pass this examination.*

1. What types of changes are NOT usually included within the scope of change management?
  - a) Changes to a mainframe computer
  - b) Changes to business strategy
  - c) Changes to a service level agreement (SLA)
  - d) The retirement of a service
  
2. Which of the following is NOT a purpose of service operation?
  - a) To undertake testing to ensure services are designed to meet business needs
  - b) To deliver and manage IT services
  - c) To manage the technology used to deliver services
  - d) To monitor the performance of technology and processes
  
3. What does the term IT operations control refer to?
  - a) Managing the technical and applications management functions
  - b) Overseeing the execution and monitoring of operational activities and events
  - c) A set of tools used to monitor and display the status of the IT infrastructure and applications
  - d) A service desk monitoring the status of the infrastructure when operators are not available
  
4. Which process is responsible for recording relationships between service components?
  - a) Service level management
  - b) Service portfolio management
  - c) Service asset and configuration management (SACM)
  - d) Incident management
  
5. What is the RACI model used for?
  - a) Documenting the roles and responsibilities of stakeholders in a process or activity
  - b) Defining requirements for a new service or process
  - c) Analysing the business impact of an incident
  - d) Creating a balanced scorecard showing the overall status of service management

6. Which of the following is the BEST description of an operational level agreement (OLA)?
- a) An agreement between an IT service provider and another part of the same organization that assists in the provision of services
  - b) A written agreement between the IT service provider and their customer(s) defining key targets and responsibilities of both parties
  - c) An agreement between two service providers about the levels of service required by the customer
  - d) An agreement between a third party service desk and the IT customer about fix and response times
7. What is the MAIN purpose of availability management?
- a) To monitor and report availability of components
  - b) To ensure that all targets in the service level agreements (SLAs) are met
  - c) To guarantee availability levels for services and components
  - d) To ensure that service availability meets the agreed needs of the business
8. Which of the following does service transition provide guidance on?
- 1. Introducing new services
  - 2. Decommissioning services
  - 3. Transfer of services between service providers
- a) 1 and 2 only
  - b) 2 only
  - c) All of the above
  - d) 1 and 3 only
9. Which one of the following is NOT a stage of the service lifecycle?
- a) Service optimization
  - b) Service transition
  - c) Service design
  - d) Service strategy

10. Which one of the following statements about a configuration management system (CMS) is CORRECT?
- a) The CMS should not contain corporate data about customers and users
  - b) There may be more than one CMS
  - c) There should not be more than one configuration management database (CMDB)
  - d) If an organization outsources its IT services there is still a need for a CMS
11. What are the three sub-processes of capacity management?
- a) Business capacity management, service capacity management and component capacity management
  - b) Supplier capacity management, service capacity management and component capacity management
  - c) Supplier capacity management, service capacity management and technology capacity management
  - d) Business capacity management, technology capacity management and component capacity management
12. Which of the following would be stored in the definitive media library (DML)?
- 1. Copies of purchased software
  - 2. Copies of internally developed software
  - 3. Relevant licence documentation
  - 4. The change schedule
- a) All of the above
  - b) 1 and 2 only
  - c) 3 and 4 only
  - d) 1, 2 and 3 only
13. Which process is responsible for reviewing operational level agreements (OLAs) on a regular basis?
- a) Supplier management
  - b) Service level management
  - c) Service portfolio management
  - d) Demand management

14. Which role should ensure that process documentation is current and available?
- The service owner
  - The chief information officer
  - Knowledge management
  - The process owner
15. Which of the following does the release and deployment management process address?
- Defining and agreeing release and deployment plans
  - Ensuring release packages can be tracked
  - Authorizing changes to support the process
- 1 and 2 only
  - All of the above
  - 2 and 3 only
  - 1 and 3 only
16. Which of the following are characteristics of every process?
- It is measurable
  - It delivers a specific result
  - It delivers its primary results to a customer or stakeholder
- 1 and 3 only
  - 1 and 2 only
  - 2 and 3 only
  - All of the above
17. Which of the following are key ITIL characteristics that contribute to its success?
- It is vendor-neutral
  - It is non-prescriptive
  - It is best practice
  - It is a standard
- 3 only
  - 1, 2 and 3 only
  - All of the above
  - 2, 3 and 4 only

18. Who should be granted access to the information security policy?
- Senior business managers and IT staff
  - Senior business managers, IT executives and the information security manager
  - All customers, users and IT staff
  - Information security management staff only
19. Which of the following are valid elements of a service design package (SDP)?
- Agreed and documented business requirements
  - A plan for transition of the service
  - Requirements for new or changed processes
  - Metrics to measure the service
- 1 only
  - 2 and 3 only
  - 1, 2 and 4 only
  - All of the above
20. Which of the following are examples of tools that might support the service transition stage of the service lifecycle?
- A tool to store definitive versions of software
  - A workflow tool for managing changes
  - An automated software distribution tool
  - Testing and validation tools
- 1, 3 and 4 only
  - 1, 2 and 3 only
  - All of the above
  - 2, 3 and 4 only
21. Which of the following statements about problem management is/are CORRECT?
- It ensures that all resolutions or workarounds that require a change to a configuration item (CI) are submitted through change management
  - It provides management information about the cost of resolving and preventing problems
- 1 only
  - 2 only
  - Both of the above
  - Neither of the above

22. What is the purpose of the request fulfilment process?
- a) Dealing with service requests from the users
  - b) Making sure all requests within an IT organization are fulfilled
  - c) Ensuring fulfilment of change requests
  - d) Making sure the service level agreement (SLA) is met
23. Which statement about value creation through services is CORRECT?
- a) The customer's perception of the service is an important factor in value creation
  - b) The value of a service can only ever be measured in financial terms
  - c) Delivering service provider outcomes is important in the value of a service
  - d) Service provider preferences drive the value perception of a service
24. Which one of the following statements about internal and external customers is MOST correct?
- a) External customers should receive better customer service because they pay for their IT services
  - b) Internal customers should receive better customer service because they pay employee salaries
  - c) The best customer service should be given to the customer that pays the most money
  - d) Internal and external customers should receive the level of customer service that has been agreed
25. Which one of the following should IT services deliver to customers?
- a) Capabilities
  - b) Cost
  - c) Risk
  - d) Value
26. Which one of the following activities is part of the service level management (SLM) process?
- a) Designing the configuration management system from a business perspective
  - b) Creating technology metrics to align with customer needs
  - c) Monitoring service performance against service level agreements (SLAs)
  - d) Training service desk staff how to deal with customer complaints about service

27. Which one of the following BEST summarizes the purpose of event management?
- a) The ability to detect events, make sense of them and determine the appropriate control action
  - b) The ability to detect events, restore normal service as soon as possible and minimize the adverse impact on business operations
  - c) The ability to monitor and control the activities of technical staff
  - d) The ability to report on the successful delivery of services by checking the uptime of infrastructure devices
28. Which one of the following should a service catalogue contain?
- a) The version information of all software
  - b) The organizational structure of the company
  - c) Asset information
  - d) Details of all operational services
29. What does "Warranty of a service" mean?
- a) The service is fit for purpose
  - b) There will be no failures in applications and infrastructure associated with the service
  - c) All service-related problems are fixed free of charge for a certain period of time
  - d) Customers are assured of certain levels of availability, capacity, continuity and security
30. Which is the first activity of the continual service improvement (CSI) approach?
- a) Understand the business vision and objectives
  - b) Carry out a baseline assessment to understand the current situation
  - c) Agree on priorities for improvement
  - d) Create and verify a plan
31. Which one of the following is a benefit of using an incident model?
- a) It will make problems easier to identify and diagnose
  - b) It means known incident types never recur
  - c) It provides pre-defined steps for handling particular types of incidents
  - d) It ensures all incidents are easy to solve



32. Which one of the following is the CORRECT sequence of activities for handling an incident?
- a) identification, logging, categorization, prioritization, initial diagnosis, escalation, investigation and diagnosis, resolution and recovery, closure
  - b) prioritization, identification, logging, categorization, initial diagnosis, escalation, investigation and diagnosis, resolution and recovery, closure
  - c) identification, logging, initial diagnosis, categorization, prioritization, escalation, resolution and recovery, investigation and diagnosis, closure
  - d) identification, initial diagnosis, investigation, logging, categorization, escalation, prioritization, resolution and recovery, closure
33. Which service lifecycle stage ensures that measurement methods will provide the required metrics for new or changed services?
- a) Service design
  - b) Service operation
  - c) Service strategy
  - d) Service delivery
34. Which of the following processes are concerned with managing risks to services?
- 1. IT service continuity management
  - 2. Information security management
  - 3. Service catalogue management
- a) All of the above
  - b) 1 and 3 only
  - c) 2 and 3 only
  - d) 1 and 2 only
35. Which one of the following is NOT a type of metric described in continual service improvement (CSI)?
- a) Process metrics
  - b) Service metrics
  - c) Personnel metrics
  - d) Technology metrics

36. Which statement about the relationship between the configuration management system (CMS) and the service knowledge management system (SKMS) is CORRECT?
- a) The SKMS is part of the CMS
  - b) The CMS is part of the SKMS
  - c) The CMS and SKMS are the same thing
  - d) There is no relationship between the CMS and the SKMS
37. What is the role of the emergency change advisory board (ECAB)?
- a) To assist the change manager in ensuring that no urgent changes are made during particularly volatile business periods
  - b) To assist the change manager by implementing emergency changes
  - c) To assist the change manager in evaluating emergency changes and to decide whether they should be authorized
  - d) To assist the change manager in speeding up the emergency change process so that no unacceptable delays occur
38. Which of the following statements about the service desk is/are CORRECT?
- 1. The service desk is a function that provides a means of communication between IT and its users for all operational issues
  - 2. The service desk should be the owner of the problem management process
- a) 2 only
  - b) 1 only
  - c) Both of the above
  - d) Neither of the above
39. Which one of the following is the CORRECT list of the four Ps of service design?
- a) Planning, products, position, processes
  - b) Planning, perspective, position, people
  - c) Perspective, partners, problems, people
  - d) People, partners, products, processes

40. Which one of the following represents the BEST course of action to take when a problem workaround is found?
- a) The problem record is closed
  - b) The problem record remains open and details of the workaround are documented within it
  - c) The problem record remains open and details of the workaround are documented on all related incident records
  - d) The problem record is closed and details of the workaround are documented in a request for change(RFC)

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**Answer Key for exam paper: ITIL Foundation Examination Sample A v5.1**

Q	A	Syllabus Ref	Book Ref
1	B	05-51	ST 4.2.4.3
2	A	02-09	SO 1.1.1
3	B	06-02	SO 6.5.1.1
4	C	05-63	ST 4.3.1
5	A	07-02	SD 3.7.4.1
6	A	03-12	SD 4.3.4
7	D	05-42	SD 4.4.1
8	C	02-07	ST 1.1.1
9	A	02-02	SS 1.2
10	D	03-18	ST 4.3.4.3
11	A	05-45	SD 4.5.4.3
12	D	03-19	ST 4.3.4.4
13	B	05-31	SD 4.3.1
14	D	07-01	SD 6.3.2
15	A	05-61	ST 4.4.1
16	D	01-10	SS 2.2.2
17	B	01-02	SD 1.4
18	C	05-43	SD 4.7.4.1
19	D	03-14	SD App A
20	C	08-02	SS 7.1
21	C	05-72	SO 4.4.2 and 4.4.6.4
22	A	05-82	SO 4.3.1
23	A	04-02	SS 3.2.3
24	D	01-04	SS 3.2.1.2
25	D	01-03	SS 2.1.1
26	C	05-31	SD 4.3.5.6
27	A	05-81	SO 4.1.1
28	D	05-41	SD 4.2.1
29	D	03-01	SS 2.1.6
30	A	04-09	CSI 3.1
31	C	05-71	SO 4.2.4.2
32	A	05-71	SO 4.2.5
33	A	04-04	SD 3.1.1
34	D	05-43; 05-46	SD 4.7.2; SD 4.6.5.2
35	C	04-10	CSI 5.5
36	B	03-16	ST 4.7.4.3
37	C	05-51	ST 4.2.5.11
38	B	06-01	SO 6.3
39	D	04-03	SD 3.1.5
40	B	05-72	SO 4.4.5.6