



## ITIL® Foundation Certification Practice Exam Questions



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1. In the Continual Service Improvement phase of the ITIL® Service Lifecycle, which of the following is NOT a component of the Process Evaluation process?
  - a. Conducting process maturity assessments
  - b. Using audits and benchmarks to evaluate service quality
  - c. Defining Continual Service Improvement initiatives
  - d. Identifying weaknesses through scheduled process reviews
  - e. A and D
  
2. In ITIL®, services that are live, as well as those that are retired and “in the pipeline,” are listed in the
  - a. Change Evaluation Report
  - b. Configuration Management Database
  - c. Service catalog
  - d. Service network
  - e. Service portfolio
  
3. The Service Strategy phase of the ITIL® Service Lifecycle benefits business objectives in which of the following ways?
  - i. By calculating the costs for an IT infrastructure and demonstrating how these costs can be recovered
  - ii. By evaluating ongoing processes and identifying areas in need of improvement
  - iii. By identifying the specific requirements and expectations of IT customers
  - iv. By assessing the demand level for services and scaling the IT enterprise in response
  - v. By restoring IT service as quickly as possible in the event of an unplanned service interruption
  - a. None of the above
  - b. i, iii and iv only
  - c. ii and v only
  - d. All of the above
  
4. Which ITIL® process under the Service Transition Lifecycle phase is aimed at minimizing the disruptive impact of new services on existing IT infrastructure?
  - a. Event Management
  - b. Incident Management
  - c. IT Service Continuity Management
  - d. Service Level Management
  - e. Change Management

5. Which of the following is NOT a formal component of IT Service Continuity Management?
- A clear definition of minimum service level requirements
  - A financial continuity plan to utilize in the event of theft
  - Exercises, drills, and reports aimed at preparing for service interruptions
  - None of the above
6. Which of the following resources are used during the Incident Management process?
- Checklist incident prioritization guideline
  - Incident model
  - Problem record
- All of the above
  - i and ii only
  - i only
  - iii only
7. What type of agreement is used to document and describe services provided internally, by one part of an organization to another?
- Underpinning contract (UC)
  - Service level agreement (SLA)
  - Operational level agreement (OLA)
  - End user license agreement (EULA)
  - Request for change (RFC)
8. In which phase of the ITIL® Service Lifecycle would you assess the potential for the component parts of a service to come into conflict with one another?
- Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
9. The service design package (SDP) serves as the primary input for which ITIL® Service Lifecycle phase?
- Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
10. The Business Relationship Management process is primarily concerned with
- Ensuring that partner companies and other organizations are consulted before any major service changes are initiated
  - Monitoring the ongoing effectiveness of a newly launched service and its effect on the company's reputation in key business communities
  - Identifying the needs of customers and ensuring that IT services are able to adequately produce results in line with those needs
  - Using the successful implementation of a new service as a marketing tool to attract new customers
  - All of the above

11. The ITIL® function known as “IT Operations Control” oversees
- Job scheduling
  - Backup and restore activities
  - Print and output management
  - B and C
  - All of the above
12. Which ITIL® process aims to distinguish authorized from unauthorized users of a service?
- Request fulfillment
  - Incident management
  - Business relationship management
  - Knowledge management
  - Access management
13. Which ITIL® lifecycle phase provides best practices for the ongoing delivery and monitoring of services in a live environment?
- Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
14. Problems with documented root causes and workarounds are known as
- Recorded irregularities
  - Predetermined incidents
  - Service threats
  - Known errors
  - Documented threats
15. Which of the following steps is NOT included in the ITIL® CSI seven-step course?
- Define areas that can be measured
  - Collect the data
  - Ensure enforcement of data security standards
  - Analyze the data
  - Implement change

**Answers on next page...**

# Answers

1. c
2. e
3. b
4. e
5. b
6. a
7. c
8. b
9. c
10. c
11. e
12. e
13. d
14. d
15. c