

# New ITIL Test Camp - Reliable ITIL Exam Topics

## ITIL Practice Exam With Questions and Answers

What are the objectives of service level management? - ANSWER 1. Defining, documenting and agreeing the level of IT services to be provided.

2. Monitoring, measuring and reporting the actual level of services provided.

3. Monitoring and improving customer satisfaction.

What is the result of carrying out an activity, following a process or delivering an IT known as? - ANSWER Outcome

A process owner has been identified with an "I" in a RACI matrix. Which of the following is expected of them? - ANSWER Responsible, Accountable, Consulted, Informed.

Be kept up-to-date on the progress of an activity.

Which one of the following do technology metrics measure? - ANSWER Components

Which process includes business, service and component sub-processes? - ANSWER Capacity management

Which one of the following is NOT part of the service design stage of the service lifecycle? - ANSWER Designing and maintaining all necessary service transition packages.

Which process is responsible for managing relationships with vendors? - ANSWER Supplier management

Which of the following service desk organizational structures are described in service operation? - ANSWER Local service desk, virtual service desk, follow the sun

What are the categories of event described in the ITIL service operation book? - ANSWER Informational, warning, exception

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? - ANSWER

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## EXIN ITIL Foundation (V4) Sample Questions (Q183-Q188):

### NEW QUESTION # 183

Which of these statements about Resources and Capabilities is CORRECT?

- A. Capabilities are types of Service Asset and Resources are not
- B. Neither Capabilities nor Resources are types of Service Asset
- C. Resources and Capabilities are both types of Service Asset
- D. Resources are types of Service Asset and Capabilities are not

**Answer: C**

### NEW QUESTION # 184

IT Service Continuity strategy should be based on:

1) Design of the service technology 2) Business continuity strategy 3) Business Impact Analysis 4) Risk assessment

- A. 2, 3 and 4 only
- B. 1, 2 and 4 only
- C. 1, 2 and 3 only
- D. 1, 3 and 4 only

**Answer: A**

### NEW QUESTION # 185

In many organizations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

- A. Manage Incidents effectively through 1st, 2nd and 3rd line
- B. Only manage Incidents effectively at the 3rd line
- C. Only manage Incidents effectively through 1st and 2nd line
- D. Only manage Incidents effectively through the 1st line

**Answer: A**

### NEW QUESTION # 186

Which is intended to help an organization adopt and adapt ITIL guidance?

- A. Practices
- B. The guiding principles
- C. The service value chain
- D. The four dimensions of service

**Answer: B**

### NEW QUESTION # 187

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Escalation
- B. Categorization
- C. Prioritization
- D. Detection

**Answer: B**

Explanation:

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## NEW QUESTION # 188

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