ITIL Foundation Examination

Sample Paper D

Answers and rationale

ITIL Foundation Examination

Q	A	Syllabus Ref	Book Ref	Rationale
1	C	FND01-1	SS 2.1.7 Best practice in the public domain, Figure 2.3, Sources of service management best practice	Suppliers (answer A), Toolsets (answer B) and Consultants (answer D) are enablers of best practice. ISO / IEC 20000 as a standard is a source of best practice.
2	A	FND01-3	SS 2.1.1 Services "Definitions"	Answer A is the ITIL guidance explanation of how outcomes are facilitated. Answer B is incorrect. An equal ratio is not always an objective, let alone the means to facilitate an outcome of a service. Answer C is incorrect. Wisdom does indeed allow better business decisions but this is not derived directly from data nor is it the deliverable from a service. Answer D is incorrect. This statement is false and not accurate about services or facilitating outcomes.
3	B	FND01-4	SS 3.2.1.2 Internal and external customers	The fact that the customer belongs to a different organization to the service provider makes them an external customer. Internal customers (answer D) belong to the same organization as the service provider. Strategic and valued customers (answers A and C) may, or may not, belong to other organizations.
4	A	FND01-10	SS 2.2.2 Processes, Figure 2.5	The process must have an owner to ensure it is followed, a policy to guide its activities and the detailed activities themselves. In answer B, the 'service owner' pertains to a service as a whole, not a particular process that may support it. Also an SLA is not required for every process. In answer C, a process does not necessitate an OLA in every instance. In answer D, again 'service manager' and 'service contract' do not pertain one particular process. Only the work instructions might be documented.
5	C	FND02-5	SD 1.1.1 Purpose and objective of service design, 1.1.2 Scope	Chronologically, service design comes first so has the first opportunity to get things off to a good start with a good design and to pick up any potential difficulties or costs earliest.
6	B	FND02-7	ST 1.1.1 Purpose and objective of service transition	Answer B relates to service design, not service transition, so this is the correct answer. Answers A, C and D indeed relate to service transition objectives and what needs to happen during the service transition lifecycle stage.

7	A	FND02-9	SO 1.1.1 Purpose and objectives of service operation	Answer A is a purpose of service operation. Service operation manages the services at agreed levels through its processes and functions.
				Answer B is an objective of service transition and both options C and D are objectives of service strategy.
8	A	FND03-6	SS 3.6.1.1 Business case	A business case will contain costs, benefits and risks that will allow an organization to make an informed decision on the viability of an action.
				Answer B describes a service level agreement or a contract. Answer C describes a concern which may be raised in a service review meeting. Answer D describes something that might be assessed in a business case but not the case itself.
9	A	FND03-17	ST 4.3.4.2 Basic concepts - *service assets, configuration items, configuration records, the CMS and the SKMS*	Statement 1 is correct. A CI may be part of another CI e.g. a monitor may be a CI and part of a PC configuration item. Statement 2 is also true. For example, the level of detail an organization chooses to record about its hardware may be dictated by the level of control required by industry regulation. Statement 3 is incorrect as multiple CMDB's are perfectly acceptable practice. Statement 4 is also incorrect as CMDB audits can be conducted using internal resources and often using automated tools.
10	D	FND03-15	SD 4.4.4.3 Aspects of availability	This is the ITIL book definition.
				Answer A describes an element of maintainability. Answer B is serviceability. Answer C just focuses on the service desk and technology, not services.
11	D	FND03-19	ST 4.3.4.4 Asset management	The definitive media library (DML) is the secure logical library in which the definitive authorized versions of all media CIs are stored and protected. It is the responsibility of service asset and configuration management.
				The other three answers may involve the DML but are not responsible for it: Facilities management (answer A) may be responsible for a fireproof safe for the physical storage of the media; Access management (answer B) may be involved in granting rights to use the DML; Request fulfilment (answer C) might be the route to accessing the components in the DML for users and customers.
12	C	FND03-29	SO 4.4 Problem management	This is the ITIL book definition.
13	A	FND03-38	CSI 3.4 CSI Register	The CSI register contains all improvement opportunities to be considered.
				The known error database (answer B), as indicated by the name, contains known errors. The capacity management information system (answer C) contains the business, service and component data to allow the capacity management process to function. The CMDB (answer D) contains CI information.

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14	B	FND04-02	SS 3.2.3 Value, 3.2.3.1 Creating value, Figure 3.6 Components of value	Business policies are not a defined area of value. Value is defined by customer preferences (answer A) i.e. what they want, customer perceptions (answer C) i.e. if they think it is valuable, and by delivering on outcomes (answer D) i.e. it enables them to complete their task.
15	B	FND04-03	SD 3.1.5 Comprehensive and integrated service design, Figure 3.3 The four Ps	The balance of service design is achieved through the balance of people, process, products and partners. Answer B is correct. 'People' of the four Ps refer to those within the organization and describe internal IT departments Answer C 'Partners' refers to external providers such as suppliers, manufacturer or vendors within the structure of the four Ps. Answers A and D are not one of the four Ps
16	A	FND04-10	CS 5.5 Metrics	Three categories of metric used in CSI are: technology, process and service metrics. Components are measured by technology metrics, so answer A is correct. Processes (answer B) are measured by process metrics. End-to-end service (answer C) is measured by service metrics. Customer satisfaction does not fit into any of the three categories.
17	C	FND04-9	CSI 3.1 Figure 3.1 Continual service improvement approach	The final stage of the process is 'How do we keep the momentum going?', as defined in the CSI approach.
18	C	FND04-10	CSI 5.5 Metrics	Service metrics measure elements which cover the total end-to-end service. The performance of a function (answer A) might be measured through compliance to a process or other process success metrics. Maturity (answer B) is a process metric. Infrastructure availability (answer D) is a technology metric.
19	D	FND05-31	SD 4.3.5.5 Producing service reports	The SLAM chart shows progress against service targets, in a simple, pictorial form. An OLA (answer A) details internal operational targets and an SLA (answer C) details service targets. Neither of these documents compare them with progress. A capacity plan (answer B) shows the future needs and plans for capacity within the organization.
20	B	FND05-31	SD 4.3.5.2 Determining, documenting and agreeing requirements for new services and producing SLRs	Service level requirements (SLR) describe the customer's actual needs for the service, which can be verified by the service provider and perhaps amended by negotiation before arriving at a signed SLA. An OLA (answer A) details the internal supporting targets for the SLA. The service catalogue (answer C) would be used as the basis to start the discussion of service level requirements. The CMDB (answer D) is not used as part of this process.

21	A	FND05-51	ST 4.2.4.8 Remediation planning	The remediation plan allows the service provider to recover a service or have an alternative should a change fail. It must be evaluated BEFORE the change is approved.
				After the change has failed (answer B) is a bad time to find out that you cannot do anything about it! Answers C and D are equally poor from a timing perspective, being AFTER the change has taken place.
22	D	FND05-51	ST 4.2.5.10 Change advisory board, CAB meetings	Answer D is correct because it lists the three types of change defined in ITIL: standard change - a pre-authorised change which is low risk, relatively common and follows a process or work instruction; emergency change - a change that must be implemented as soon as possible, e.g. to resolve a major incident; normal change - any service change that is not a standard or emergency change.
				Answers A, B and C are incorrect because strategic and urgent are NOT ITIL defined change types.
23	A	FND05-71	SO 4.2.5.3 Incident categorization	The reason we categorize anything (incidents included) is to make management easier. Spotting recurring incidents by category will facilitate the identification of problems.
				Simply categorizing an incident does not make it certain that the SLA will not be breached (answer B). The partitioning of the incident management database (answer C) is not a consideration when deciding on incident categories. Categorization could, in some circumstances, be used to decide if a user can log an incident (answer D) but the question asks for the BEST reason.
24	D	FND05-71	SO 4.2.4.2 Incident models	Statements 1 and 4 are part of an incident model. The incident model tells us how to deal with the type of incident and this would be described in chronological order. Escalation procedures are a logical part of this.
				Statement 2 is impractical as multiple SLA targets and the reliability of the service are not directly related to the pre-defined steps to handle the incident process in an agreed way. Statement 3 would be part of an IT service continuity plan.
25	B	FND05-72	SO 4.4.1.2 Problem management objectives	This is an objective of problem management.
26	A	FND05-72	SO 4.4.2 Problem management scope	Problem management shares categorization and impact codes with incident management. This makes matching incidents to problems and known errors a much easier task.
				Problem management will make use of the CMDB (answer B) in its process but not share categories with service asset and configuration management. Capacity management (answer C) will share data with problem management but not codes / categories. ITSCM (answer D) might share information for risk assessment (including impact codes) with problem management but it is highly unlikely that they will share categories.
27	B	FND05-22	SS 4.3.1 Purpose and objectives	Financial management for IT services shares this objective with service asset and configuration management.
				Service level management, Service catalogue management and Change evaluation have different purposes and objectives.

28	B	FND05-41	SD 4.2.1 Purpose and objectives	The service catalogue will record current details of live (and soon to be implemented) services, including their interfaces and dependencies. Service level management (answer A) uses the catalogue to understand the dependencies. Demand management (answer C) and service transition (answer D) will use the catalogue but do not record details in it.
29	A	FND05-45	SD 4.5.4.3 Capacity management sub-processes	These are the three sub-processes of capacity management.
30	C	FND05-47	SD 4.1.2 Design coordination scope	Design coordination is responsible for addressing the requirements of both utility (fitness for purpose) and warranty (fitness for use). Availability (answer A) and capacity (answer B) are both concerned with warranty only. Release and deployment (answer D) is a service transition, not design process.
31	B	FND05-61	ST 4.4.5 Release and deployment management, Process activities, methods and techniques	'Build and test' is the second phase of the release and deployment process. The other processes have only minor involvement in testing.
32	C	FND05-62	ST 4.7.4.2 Data-to-information-to-knowledge-to wisdom	The question uses the characteristics of the knowledge piece of DIKW within knowledge management. Data (answer A) becomes more valuable once it is processed into information (answer B). This information becomes the basis for knowledge. Governance (answer D) concerns policy and control and is not part of knowledge management.
33	A	FND05-64	ST 4.1.1 Transition planning and support, Purpose and objectives	Transition planning and support carries out a kind of project management role within service transition, ensuring that planning and resource coordination are in scope. Answer B describes the role of change management. Recording and tracking (answer C) is done by service asset and configuration management whilst test scripts (answer D) are part of release and deployment management.
34	C	FND05-81	SO 4.1.1 Event management Purpose and objectives	Service desk staff absence would be recorded via an HR system, outside of the scope of ITIL. All other areas could be monitored under the event management process.

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35	C	FND05-82	SO 4.3.1.2 Request fulfilment objectives	Complaints, compliments and general enquiries come under the request fulfilment process handled almost exclusively by the service desk. Service level management (answer A) may deal with complaints but at a customer level and would not usually entertain general enquiries. Such interactions are outside of the scope of service portfolio management (answer B) and demand management (answer D).
36	D	FND06-1	SO 6.3.3.2 Centralized service desk, Figure 6.3 Centralized service desk	A single centralized service desk supports the whole organization. Answer A describes a local service desk. Answer B is a virtual service desk and answer C describes a follow-the-sun model of service desk.
37	B	FND06-2	SO 6.6.2 Application management objectives	B is the correct answer and is an objective of Application management. The location of an application vendor is likely to be defined and managed by supplier management. Patterns of business activity are part of demand management (answer C). Answer D is incorrect as agreeing service levels is the domain of service level management.
38	A	FND07-1	SD 6.3.1 Generic service owner role	The service owner will be aware of the monitoring and operation of their service but may not be directly involved in the activity. The other three activities are all part of the role of service owner.
39	C	FND07-2	SD 3.7.4.1 Designing roles – the RACI model	Only one person should be accountable for a process. This immediately makes answer A incorrect. Answer B is incorrect because it may be that nobody needs to be consulted e.g. logging a service desk call doesn't need another person be consulted. Answer D is incorrect as multiple people may be responsible.
40	B	FND08-2	SS 7.1 Service automation	Technology and automation can help to monitor (answer A), e.g. the free disk space on a server. Pattern recognition (answer C) can also be automated, e.g. spotting repeat incidents through the service desk toolset. Prioritization (answer D) can also be automated through a tool, e.g. when an incident is logged against a certain type of service. Wisdom (answer B) cannot be automated.