



INFORMATION SYSTEMS EXAMINATIONS BOARD

Foundation Certificate in IT Service Management

Sample Examination Paper 4v6

**COPYING OF THIS PAPER IS STRICTLY FORBIDDEN
WITHOUT PRIOR WRITTEN CONSENT FROM ISEB**

Question 1

Which of the following is the correct definition of a customer-based SLA?

- A An SLA with a customer covering all of the services they use
- B An SLA covering all customer groups and all the services they use
- C SLAs for each service that are customer-focused and written in business language
- D An SLA for each service, covering all those customer groups that use that service

Question 2

Which of the following data is LEAST likely to be used in the Incident process?

- A Incident category
- B Cost of faulty item
- C Make/model of faulty item
- D Impact code

Question 3

An IT department wants to set its prices to match those of external suppliers selling comparable services. This approach is known as:

- A Market rate
- B The going rate that is agreed with customers
- C Cost-plus
- D Profitable

Question 4

Which of the following is NOT an element of Availability Management?

- A Verification
- B Security
- C Reliability
- D Maintainability

Question 5

The extent of CI information held in the CMDB should:

- A Be as detailed as possible so that frequent reports can be produced to avoid spending a lot of money
- B Be as high level as possible
- C Match the organisation's requirement for information to be held
- D Vary according to cost

Question 6

To enable a new Service Desk management tool to be implemented, the capacity of the Service Desk servers has to be extended. Who is responsible for managing the request for additional capacity?

- A Service Level Manager
- B Change Manager
- C Capacity Manager
- D Financial Manager

Question 7

Configuration Management plans should be integrated with those of:

- A Service Level Management
- B IT Service Continuity Management and Financial Management for IT Services
- C Change and Capacity Management
- D Change and Release Management

Question 8

Which of the following is a potential problem when implementing Change Management?

- A Lack of ownership of impacted services
- B Increased visibility and communication of Changes
- C Better alignment of IT services to business needs
- D The ability to absorb a larger volume of change

Question 9

Which of the following would normally be included in a Capacity Plan?

- 1 Recommendations
 - 2 Management summary
 - 3 Business workload forecasts
 - 4 Back-out plans
- A 2, 3 and 4
 - B All of them
 - C 2 and 3 only
 - D 1, 2 and 3

Question 10

Which of the following activities is NOT included in the Operational Management stage of the IT Service Continuity Management life-cycle?

- A Develop procedures and initial testing
- B Education and awareness
- C Review, audit and assurance
- D Ongoing training and testing

Question 11

Intermediate Recovery is concerned with which of the following time periods?

- A 4 to 24 hours
- B More than 72 hours
- C 24 to 72 hours
- D 4 to 8 hours

Question 12

Which of the following could be members of the Change Advisory Board?

- 1 Problem Manager
 - 2 Customer representatives
 - 3 Change Manager
 - 4 IT technical managers
- A All of them
 - B 2 and 3 only
 - C 1, 2 and 4
 - D 1, 3 and 4

Question 13

Which of the following should be easier after the implementation of a good IT Service Management software tool?

- 1 The analysis of raw data
 - 2 The identification of trends
 - 3 The definition of Service Management processes
 - 4 Implementation of preventative measures
- A 1, 2 and 4
 - B 2 and 3
 - C All of them
 - D 1 and 4

Question 14

Identifying the potential damage or loss to an organisation resulting from disruption to critical business processes is:

- A Root Cause Analysis
- B CRAMM
- C Business Impact Analysis
- D Component Failure Impact Analysis

Question 15

In Availability Management, what is SOA?

- A System Optimisation Approach
- B Systematic Operational Adjustment
- C Serviceability of Applications
- D Service Outage Analysis

Question 16

Serviceability is an element of Availability Management. How is it best defined?

- A The prevention of failure, and the ability to keep services and components operable
- B The ability to restore services or components back to normal operation
- C The percentage of the agreed service hours for which the service is available
- D The support which external suppliers can be contracted to provide for parts of the IT infrastructure

Question 17

Which one of the following statements is true?

- A Direct costs can be allocated to a single customer, service or activity
- B Depreciation is used to calculate how maintenance can be offset against tax
- C Staff costs are capital costs because of their high value
- D Cost centres are used to measure ROCE (Return on Capital Employed)

Question 18

What is the difference between a Problem and a Known Error?

- A A Known Error is always the result of an Incident, a Problem is not
- B There is no real difference between a Problem and a Known Error
- C In the case of a Known Error the underlying cause is known
- D In the case of a Known Error there is a fault in the IT infrastructure, with a Problem there is not

Question 19

Where would the information relating to software release components be stored?

- A DSL
- B AMDB
- C CMDB
- D CDB

Question 20

A remote site has recently had its Local Area Network upgraded. The users are now complaining of slow responses and have heard that this is due to problems with the network capacity. Who should they contact for assistance?

- A Network Management
- B The Service Desk
- C Capacity Management
- D Problem Management

Question 21

What is the correct sequence of activities involved in implementing a Service Management tool:

- 1 Tool selection
 - 2 Tool specification
 - 3 Process design
 - 4 Analysis of requirements
-
- A 4 – 2 – 1 – 3
 - B 4 – 3 – 2 – 1
 - C 2 – 1 – 4 – 3
 - D 2 – 1 – 3 – 4

Question 22

The process to implement SLAs comprises the following activities in which sequence?

- A Draft SLAs, catalogue services, review Underpinning Contracts and OLAs, draft SLRs, negotiate, agree SLAs
- B Draft SLAs, review Underpinning Contracts and OLAs, negotiate, catalogue services, agree SLAs
- C Review Underpinning Contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
- D Catalogue services, establish SLRs, review Underpinning Contracts and OLAs, negotiate service levels, agree SLAs

Question 23

Which of the following statements is true?

- A An urgent Release is always a Delta Release
- B A Full Release may contain Package and Delta Releases
- C A Full Release may contain several Delta Releases
- D A Package Release may contain Full and Delta Releases

Question 24

Which of these best describes the purpose of Capacity Management?

- A To reduce costs and performance levels to a minimum
- B To ensure that there is always sufficient capacity available to meet all customer demands
- C To ensure that business demands are affordable and achievable
- D To provide cost-effective IT capacity to meet agreed service levels

Question 25

Which of the following should be available to the Service Desk?

- 1 Incident diagnostic scripts
 - 2 A knowledge base of previously recorded incidents
 - 3 A Configuration Management Database covering the infrastructure supported
 - 4 A Forward Schedule of Change
- A 1 and 2
 - B All of them
 - C 3 and 4
 - D 1, 2 and 3

Question 26

The Service Desk can act as the focal point for:

- 1 Receiving Incidents & Service Requests from users
 - 2 Recording Change requests from users
 - 3 Handling complaints and queries
- A 1 Only
 - B 2 Only
 - C 1 and 3
 - D All of them

Question 27

Which of these is NOT a recognised Service Desk?

- A Remedial Service Desk
- B Virtual Service Desk
- C Local Service Desk
- D Central Service Desk

Question 28

The wording of SLAs and OLAs should be:

- A Technically focused, so that they may be understood by IT professionals
- B A mixture of business, technical and legal language, so that they can be understood by everyone
- C Clear and concise, leaving no room for ambiguity
- D Legally worded as they must be contractually binding

Question 29

Which of the following are amongst the main responsibilities of Capacity Management?

- 1 Modelling
 - 2 Risk Analysis
 - 3 Application Sizing
 - 4 DSL maintenance
- A 1 and 2
 - B 3 and 4
 - C 2 and 4
 - D 1 and 3

Question 30

When does an Incident turn into a Problem?

- A When it is urgent
- B When it is a Major Incident
- C If the person reporting the Incident is very senior
- D Never

Question 31

Does Problem Management depend entirely on having a mature Incident Management process in place?

- A Yes, because without a mature Incident Management process in place there is no reliable information available
- B No, because the quality of Incident Management information is of little importance to proactive Problem Management
- C No, because progress can still be made on solving long-standing Problems
- D Yes, because trend analysis cannot be undertaken without a lot of accurate Incident Management information

Question 32

For which of these activities is the Change Manager responsible?

- A Establishing the root cause of a capacity Incident which has led to an RFC being raised
- B Devising the back-out plan for a significant Change
- C Chairing the CAB
- D Ensuring a Release has reached the target CIs

Question 33

Problem Management includes several core activities. Which one of the following most accurately summarises them?

- A Planning, Control, Identification, Status Accounting, Verification
- B Problem Control, Error Control, Management reporting
- C Incident Control, severity analysis, support allocation, reporting
- D Identification, Problem Control, support allocation, investigation

Question 34

Which of the following will NOT have a direct impact on IT capacity?

- A An increase in network bandwidth available
- B A reduction in transactions processed
- C A reduction in the number of files to be stored
- D An increase in the cost per transaction

Question 35

Which relationships are most likely to exist between Incidents and Problems?

- 1 One Incident to one Problem
 - 2 One Incident to many Problems
 - 3 Many Incidents to one Problem
-
- A 1 and 2 only
 - B 2 and 3 only
 - C 1 and 3 only
 - D All of them

Question 36

Which of the following metrics is most relevant in determining the value added by Problem Management to the Service Desk?

- A The number of Problems raised
- B The number of Known Errors identified
- C The number of Problems correctly categorised
- D The number of RFCs raised

Question 37

Which of the following best describes the goal of Service Level Management?

- A To maintain and improve IT service quality in line with business requirements
- B To provide IT services at the lowest possible cost by agreeing with Customers their minimum requirements for service availability and ensuring performance does not exceed these targets
- C To provide the highest possible level of service to Customers and continuously improve on this through ensuring all services operate at maximum availability
- D To ensure that IT delivers the same standard of service at the least cost

Question 38

Which of these is a direct benefit of having a Service Desk?

- A Service Level Requirements are established
- B Technical support staff are less likely to be interrupted by users' telephone calls
- C Changes taking place are properly coordinated
- D All the information in the CMDB is kept up to date

Question 39

The scope of a Release can best be defined by:

- A The RFCs that it includes
- B The number of updates to the DHS
- C Service Level metrics
- D The DSL configuration

Question 40

An 'unabsorbed' overhead would typically be:

- A A capital cost
- B A type of charging policy
- C A cost which cannot be attributed to a specific customer
- D A revenue stream

Foundation Certificate in IT Service Management Sample FCITSM Paper 4v6 Answer Key

For convenience, and as most course providers issue them, references to the ITIL Pocket Guide have been used where possible (**Pxx**). Please remember however, that the official syllabus for the Foundation Examination is the Service Support and Service Delivery books. Where there are no references in the Pocket Guide references to Service Support (SS) or Service Delivery (SD) have been made.

This 'rationale' is intended for the use of accredited ITIL lecturers and assumes a commensurate level of knowledge.

(This rationale relates to 'ISEB FC ITSM Sample Paper 4.6 Revised April 2006')

<u>Q</u>	<u>A</u>	<u>RATIONALE</u>
1	A	P43: B&D relate to Corporate and Service-based structures. C is not a standard explanation.
2	B	The cost of the faulty (CI) is not going to be consideration to Incident Management as it does not assist in the objective of 'restoring normal service asap'
3	A	P48: Text book answer.
4	A	P65: B,C&D are all elements of Availability Management . Verification is an element of Configuration Management.
5	C	P23: Best practice states that CIs should be recorded at a level of detail justified by the business need (typically to the level of independent change).
6	B	This is a Change Request. Change Management is responsible for managing all RFCs. Other areas may be involved in assessing options and implementing the change, however, responsibility for managing the request rests with Change Management.
7	D	SS 8.6.4: Whilst Configuration Management supports all Service Management disciplines, there is close interaction with, and a need for alignment with, Change & Release Management as all deal with the management of CIs.
8	A	P33: B, C & D are all benefits of implementing Change Management whereas A is a difficulty.
9	D	SD Annex 6B: 1,2&3 are all usually included in a Capacity plan. Back-out plans are associated with Change Management.
10	A	P60: 'Develop procedures and initial testing' is part of the Implementation stage.
11	C	P61: Text book answer.
12	A	P29: All roles listed could be members of the CAB, anyone who can contribute can be invited, this will vary dependent upon the RFCs to be discussed.

13	A	SS 10.2: 1,2&4 would benefit from data that can be obtained from an effective Service Management Software tool. Service Management processes, 3, should be designed before a tool is obtained.
14	C	SD 7.3.2: The question defines 'BIA'. Root Cause Analysis is linked to identifying the underlying cause of a problem. CRAMM is concerned with risk analysis and management. CFIA is used to predict & evaluate the impact of component failures on IT services.
15	D	SD 8.9.8: Service Outage Analysis is a technique used by Availability Management to provide a structured approach to identifying, and then planning to remedy, the underlying causes of service interruptions.
16	D	P65: A, B & C relate to Reliability, Maintainability & Availability respectively.
17	A	P49: A is true. Depreciation is the reduction in value of an asset over time. Staff costs are operational (day to day running). ROCE is defined as net profit before tax & interest/total assets less current liabilities.
18	C	P19: In the case of a Known Error the cause is known, for a Problem the cause is unknown. A, B & D are all incorrect statements.
19	C	P37: Information relating to CIs is recorded in the CMDB. The DSL will hold actual authorised version of the software.
20	B	P11: The Service Desk provides a single point of contact for users, regardless of the type of 'issue'.
21	B	SS 10.2: Tool selection should only take place once analysis of requirements, process definition & tool specification activities are complete.
22	D	SD 4.4.1: 'Catalogue services' is the first step in defining the services provided by an IT department. Once defined, SLRs can be obtained from the business and then reviewed against existing internal & external capabilities. Following any further negotiation required, SLAs can be agreed with business representatives.
23	D	P36: Text book answer.
24	D	P52: D is 'the goal of Capacity Management'.
25	B	All items listed should be available to the Service Desk. Incident diagnostic scripts aid swift incident resolution. A knowledge base of incidents aids incident matching. CMDB is essential for all types of 'accurate data' to assist the Service Desk staff. The FSC provides the Service Desk with advance notice of changes to IT infrastructure.
26	D	All the items listed could be handled by a Service Desk.
27	A	P14: B,C & D are the ITIL recognised types of Service Desk.
28	C	SLAs & OLAs should be written in the appropriate style for the audience and must be clear & unambiguous. They are not legally binding documents.
29	D	P53/4: Capacity Management responsibilities include Modelling & Application Sizing. Risk Analysis is used in ITSCM and Availability Management. DSL maintenance is the responsibility of Release Management.
30	D	P15/19: An Incident(s) is the effect , whereas the Problem is the cause . The 'effect' never becomes the 'cause'.

31	C	Problem Management will benefit greatly if Incident Management is in place however long standing problems can be identified and addressed without Incident Management in place. Therefore Problem Management is not entirely dependent on Incident Management. (The 'incidents' will still occur, but they will not be managed)
32	C	P29: Chairing the CAB is the Change Manager's responsibility. Establishing root cause of problems is the responsibility of Problem Management. The Change Builder will devise a back-out plan. Release Management will ensure that a release has reached the target CIs.
33	B	The question asks for the best 'summary' (i.e. high level) of Problem Management. Only B is a summary. The other options are all lists (i.e. details). A is Configuration, C is Incident and D is an indiscriminate mix!
34	D	A, B&C will directly and immediately have an impact on capacity whereas D may eventually influence users thereby indirectly affecting capacity in the medium to shorter term.
35	C	A problem may be the cause of one or more incidents, however, there should only be one underlying cause (problem) of an incident.
36	B	Identification of Known Errors is of most value to the Service Desk. Once a workaround has been identified, the Service Desk will be able to quickly resolve subsequent incidents at first line.
37	A	P41: Text book answer.
38	B	P14: A benefit of introducing a Service Desk is that more effective and efficient use of support resources is possible. This is partly achieved by ensuring all incidents are logged with the Service Desk avoiding calls direct to support teams.
39	A	P38: The scope of the release is defined by the RFCs from which it has been built.
40	C	SD 5.3.4: An unabsorbed overhead is defined as any Indirect Cost that cannot be apportioned to a set of Customers and must therefore be recovered from all Customers.