



INFORMATION SYSTEMS EXAMINATIONS BOARD

Foundation Certificate in IT Service Management

Sample Examination Paper 9v2

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Question 1

Which of the following is NOT a key reason for investing in a Service Desk?

- A To diagnose and remove the underlying cause of Problems
- B To deliver high quality support
- C To provide a single point of contact for users
- D To aid user retention and satisfaction

Question 2

Which of the following is NOT a Problem Management activity?

- A Analysing the IT infrastructure to identify weaknesses that could lead to Incidents
- B Assigning Problems according to their priority
- C Assessing the impact, risk and cost of the proposed solution in order to decide whether to implement it
- D Considering the impact of Problems on the business

Question 3

Which of the following statements about the Change Advisory Board is correct?

- A The CAB are mainly concerned with the higher impact, higher risk Changes
- B The CAB is responsible for the production of the Forward Schedule of Change
- C The CAB should discuss all Changes
- D The CAB has an Emergency Committee who will meet if some of the normal CAB members cannot attend a scheduled meeting

Question 4

The 'Goal' of Release Management is best described as:

- A To ensure that all software and hardware Releases are released in a manner that is acceptable to users and customers
- B To introduce electronic software distribution tools to reduce the time spent managing the Release of new products
- C To reduce the number of malicious or unauthorised implementations of software through the strict application of Release procedures
- D To take an holistic view of a Change to an IT service and ensure that all aspects of a Release, both technical and non-technical, are considered together

Question 5

Which of the following will help the Service Desk meet its objectives?

- 1 Automatic Call Distribution system
 - 2 Configuration Management Database
 - 3 Known Error Database
 - 4 Integrated Service Management software tool
-
- A None
 - B 1, 2 and 3
 - C 1 and 4
 - D All of them

Question 6

A customer has requested a review of charges for services provided under an SLA. Who will review this with the customer?

- A The IT Finance Manager
- B The Service Level Manager
- C The Change Manager
- D The Configuration Manager

Question 7

Of the following, which are the most important attributes needed by Service Desk staff?

- A Good interpersonal skills, tenacious, technically astute, firm
- B Customer-focused, business awareness, articulate, methodical, tolerant, good interpersonal skills
- C Logical, methodical, tenacious, forthright, analytical
- D Well presented, technical specialist, numerate, good interpersonal skills

Question 8

Which of the following best reflects ITIL guidance for how often an IT Service Continuity recovery plan should be tested?

- A At least annually
- B After initial development and at least annually
- C After initial development
- D Three months after the last test to ensure changes have been made

Question 9

Which of the following best describes a Change Model?

- A A small, virtually risk-free, software change
- B Moving desktop equipment after a relocation
- C A standard way of dealing with changes of the same type
- D A Capacity Management technique

Question 10

Cost-plus is a type of...

- A Costing model
- B Budget
- C Accounting policy
- D Charging policy

Question 11

Which of the following is most involved with the operational maintenance of quality IT services?

- A Applications Development
- B Service Delivery
- C Service Support
- D Customer Services

Question 12

Which of the following tasks is NOT normally assigned to the Service Desk?

- A Receipt and logging of user calls
- B Root Cause Analysis
- C Incident escalation
- D First line Incident resolution

Question 13

Which of the following is NOT a Configuration Item?

- A An organisation's Capacity Plan
- B A laser printer
- C A Service Level Agreement
- D The make, model and serial number of a PC

Question 14

Who will authorise a Request for Change before the Change is built and tested?

- A The Change Initiator
- B The Change Manager
- C The Configuration Manager
- D Release Management

Question 15

What is a Service Catalogue?

- A An arrangement with an external supplier covering delivery of contracted services
- B A description of the services provided to customers
- C An agenda for the regular service review meetings with customers
- D A set of actions to address Problems in CIs that have registered a high failure rate

Question 16

Status Accounting is an important part of which process?

- A Financial Management for IT Services
- B Change Management
- C Incident Management
- D Configuration Management

Question 17

When establishing a new SLA or amending an existing one, which of the following should the Service Level Manager consider?

- 1 That the new, or revised, SLA can meet the targets agreed with the customer
 - 2 That the conditions in other SLAs can continue to be met
 - 3 That the possible impact of changes to the SLA can be identified
- A 2 and 3
 - B 1 and 3
 - C 1, 2 and 3
 - D 1 and 2

Question 18

In ITIL, which of the following is NOT a recognised technique for modelling capacity requirements?

- A Analytical Modelling
- B Simulation Modelling
- C Trend Analysis
- D Reciprocal Modelling

Question 19

Should an SLA specify how changes to customer requirements can be implemented before the planned SLA review date?

- A Yes, because the customer may ask for changes at any time
- B Yes, but only if the customer pays for the change
- C No, the SLA is reviewed periodically so that any changes can be introduced in a controlled manner
- D No, IT have budgeted for the agreed level of service and it would be unreasonable to change that mid-term

Question 20

The main objective of Availability Management is to...

- A Maximise service times provided by the IT department
- B Ensure services meet availability targets
- C Identify unreliable components
- D Measure the performance of suppliers

Question 21

Which Incidents need to be logged by the Service Desk?

- A All Incidents
- B All Incidents except simple enquiries
- C Only Incidents not resolved at logging
- D Only Incidents from genuine customers

Question 22

A programming mistake has just been detected in one of the operational IT systems. This will lead to all bills being multiplied by a factor of 100 in nine months time. The mistake can be corrected by one month of programming resource.

Which of the following statements best summarises the situation?

- A The impact is low but the urgency is high due to the large amounts of money involved
- B The impact and urgency are low because there is plenty of time to solve the mistake
- C The impact and urgency are both high because of the large amounts of money involved
- D The impact is high but the urgency is low at the moment

Question 23

What percentage of calls should the Service Desk be able to resolve at first contact?

- A 95%
- B 100%
- C Sufficient to meet the relevant service targets
- D All top priority calls

Question 24

What is the ITIL definition of a Problem?

- A A deviation from the standard operation of service
- B A call logged at the Service Desk more than once
- C An Incident for which the root cause is known and for which a workaround exists
- D The unknown underlying cause of one or more existing or potential Incidents

Question 25

The production of an SLR is usually the starting point for whom in the SLM process?

- A The Service Provider
- B The IT services legal representative
- C The Customer
- D The Change Manager

Question 26

A new version of application software may need an upgrade to the operating system. Either or both of these changes may also need a hardware change e.g. faster processor or more memory.

Which ITIL process is responsible for rolling out the Changes?

- A Change Management
- B Release Management
- C The Service Desk
- D Service Level Management

Question 27

Which of the following needs to be considered when implementing Configuration Management for the first time?

- A Gathering and recording CI information
- B Controlling RFCs
- C Defining software release policies
- D Auditing the DHS

Question 28

If a customer complains that service levels are below those agreed in the SLA, possibly due to a number of related hardware incidents. Who is responsible for ensuring the underlying cause of the incidents is investigated?

- A The Service Level Manager
- B The Availability Manager
- C The Incident Manager
- D The Problem Manager

Question 29

When should the Capacity Management process be reviewed for effectiveness and efficiency?

- A Regularly
- B When the process is being planned
- C Not unless there is a negative issue arising
- D Immediately after the process has been implemented

Question 30

Potential benefits from implementing IT Service Continuity Management are:

- 1 Lower insurance premiums
 - 2 Fulfilment of mandatory or regulatory requirements
 - 3 Reduced business disruption
 - 4 Better management of risk and the consequent reduction of the impact failure
- A 2, 3 and 4
B 2 and 4
C 1, 2 and 4
D All of them

Question 31

Which of these is NOT the responsibility of Availability Management?

- A Monitoring a Service Quality Plan
B Producing the Availability Plan
C Contributing to a Service Improvement Programme
D Defining targets for reliability and maintainability

Question 32

Which of the following are variable costs?

- 1 Salaries
 - 2 Overtime
 - 3 Quarterly lease payments
 - 4 Usage charges
 - 5 Consumables
- A 2, 3 and 5
B 2, 4 and 5
C 1, 3 and 5
D 1, 2 and 4

Question 33

Which of the following definitions best describes ITIL?

- A A methodology for supporting and delivering IT services
B A quality standard in managing customer relationships
C A prescriptive process for managing Service Improvement Projects
D A documented framework of proven best practices in Service Management

Question 34

Performance issues have been highlighted on a particular service and corrective measures have been identified. Which ITIL process will approve the implementation of these corrective measures?

- A Performance Management
- B Capacity Management
- C Change Management
- D Problem Management

Question 35

Which of the following are possible problems associated with availability metrics?

- 1 Not measuring availability at the point of service delivery
 - 2 Producing measures of availability that are meaningless to the business
 - 3 Dependence on suppliers for serviceability data
 - 4 Lack of suitable software
- A All of them
 - B 1 and 2
 - C 3 and 4
 - D 2 and 4

Question 36

Which of the following are Incident Management activities?

- 1 Negotiating SLAs with the Customers
 - 2 Matching the Incident against Known Errors
 - 3 Categorising and assigning priorities
 - 4 Processing Requests for Change to improve service functionality
- A 1 and 3
 - B 2 and 3
 - C 1 and 2
 - D All of them

Question 37

The Requirements and Strategy phase of the IT Service Continuity life-cycle consists of:

- A Organisation, implementation planning and risk reduction measures
- B Education and awareness, review and audit
- C Business Impact Analysis, risk assessment and business continuity strategy
- D Initial testing, education and awareness, assurance

Question 38

Unabsorbed overheads are best described as:

- A Costs that can be attributed to a specific customer or service
- B Indirect costs that can not easily be apportioned on the basis of usage
- C External Services costs
- D Capital Costs

Question 39

ITIL Best Practice suggests that Release Management should be introduced as part of an integrated set of processes. Which other ITIL processes should also be introduced together with Release Management?

- A Change Management and Configuration Management
- B Configuration Management and Incident Management
- C Change Management and Service Level Management
- D Configuration Management and Problem Management

Question 40

Which of the following terms is associated with Demand Management?

- A Underpinning discipline
- B Identify the root cause
- C Shaping user behaviour
- D The customer is always right

Foundation Certificate in IT Service Management Sample Paper 9v2 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 9.2a1 Revised April 2006')

<u>Q</u>	<u>A</u>	<u>RATIONALE</u>
1	A	This activity is associated with Problem Management not the Service Desk.
2	C	P28: This activity is a responsibility of Change Management.
3	A	The CAB reviews 'significant changes', the other three statements are incorrect. <ul style="list-style-type: none"> - The FSC is produced by Change Management - The CAB does not discuss ALL changes (e.g. Standard / Minor) - The EC will only meet when there is an urgent change to be discussed, it is not a replacement for a scheduled meeting.
4	D	P35: Text book answer.
5	D	All the systems/tools/databases mentioned, if present in an organisation, would help the Service Desk.
6	B	The task of reviewing charges for services provided under an SLA is a responsibility of the Service Level Manager
7	B	Two key attributes needed by Service Desk staff are, 'Customer Focused' and 'Business Awareness'. Only with these can they interface between the IT service provider and the user/customer.
8	B	P63: An example of a 'best answer', A and C are both valid options, but not in isolation. B merges these two options to reflect the 'ITIL best practice'. D is not specified in ITIL.
9	C	P33: A process of elimination can arrive at the answer to this question. A, B and D clearly do <u>NOT</u> describe a Change Model. The text book points to answer C as the best description of a Change Model.
10	D	P48: The only option concerned with 'charging', A and C are Accounting, B Budgeting.
11	C	P6: A process of elimination can arrive at the answer to this question. Application Development is concerned with the <u>development</u> of new systems. Customer Services looks at the <u>business</u> operations and Service Delivery looks at the longer term planning and improvement of IT service provision.
12	B	Root cause analysis is an activity associated with Problem Management – all the remainder <u>are</u> tasks undertaken by the Service Desk.
13	D	A, B and C would be in a CMDB as configuration items. The make, model and serial number are <u>attributes</u> of a configuration item.

14	B	The authorisation of RFCs is a responsibility of the Change Manager.
15	B	P48: text book answer, A is an Underpinning Contract, C and D are distracters.
16	D	P24: One of the five Configuration Management activities.
17	C	ALL of the activities shown <u>must</u> be considered when establishing or amending an existing SLA.
18	D	<u>Capacity</u> Management uses the modelling techniques of Analytical, Simulation and Trending. Reciprocal Modelling is 'made up' as a distracter.
19	A	P42: A key responsibility of Service Level Management is 'Reviewing SLAs to meet changed business needs'. This review process must be dynamic and not necessarily governed by fixed review dates. However the mechanism for implementing changes to customer requirements should always be agreed with the customer and documented (Any changes identified would then be progressed through the Change process)
20	B	P64: Of the four options shown 'Ensuring services meet availability targets' is clearly the MAIN objective.
21	A	P12: ALL incidents must be logged by the Service Desk.
22	D	The detected mistake will have a <u>high impact</u> because of the large amounts of money involved. However, there is a nine-month lead time before any consequences would emerge, with only one month of effort required to correct the error. Therefore the <u>urgency is low</u> at the moment.
23	C	P12: Every Service Desk is different so no <u>specific</u> targets can be deemed to be correct, which rules out, A and B. Also it is unrealistic to expect a Service Desk to resolve ALL top priority calls, D.
24	D	P19: Text book answer. A is an incident, B is 'throw away' and C is a Known Error
25	C	The usual starting point in SLM is the customer identifying a need (a requirement), this will be formalised in an SLR in co-operation with the Service Level Manager. Legal input, if any is deemed necessary, would not be the starting point, (It is possible in some circumstances a provider may suggest a service to a customer, but the 'requirements' will still come from the customer)
26	B	P35: Text book answer.
27	A	A process of elimination can arrive at the answer, A is the only answer that relates <u>specifically</u> to Configuration Management. Controlling RFCs (B) is the responsibility of Change Management. Defining software release policies (C) is the responsibility of Release Management. Auditing of the DHS (D) concerns Release Management.
28	D	P22: Whilst the initial complaint maybe made to the Service Level Manager it is the responsibility of the Problem Manager to investigate the underlying cause of an Incident.
29	A	SD 6.6: All ITIL processes are dynamic and should not just be implemented and then forgotten. <u>Regular</u> checks are imperative to ensure effectiveness and efficiency.
30	D	P62: Text book answer, all are benefits of IT Service Continuity Management.
31	A	The SQP is the responsibility of Service Level Management. B, C and D are all responsibilities of Availability Management.

32	B	Overtime, Usage charges and consumables are all examples of <u>variable costs</u> . Salaries and quarterly lease payments are classed as <u>fixed costs</u> .
33	D	SS and SD 1.1.2 : The key phrase to this answer is 'Best Practice'. Both books on Service Management are classed as Best Practice and both include in the introduction the statement shown in answer D.
34	C	P29 : The corrective measures identified will require a Request for Change to be raised. The responsibility of approving the implementation of changes lies with Change Management.
35	A	P68 : Text book answer, all four problems identified are listed in the 'Possible Problems' section of Availability Management.
36	B	SS 5.6.2 : Matching Incidents against known errors and categorising and assigning priorities are the <u>only</u> two activities shown that are the responsibility of Incident Management. Negotiating SLAs with customers (1) is a Service Level Management activity. RFCs raised to improve service functionality (4) would be processed through Change Management.
37	C	P60 : The Business Continuity Life Cycle, stage 2 shows that 'Requirements and Strategy' stage consists of the activities listed in answer C. The others appear in other sections of the BCM.
38	B	P50 :A, C and D relate to <u>Direct</u> costs. Unabsorbed overheads are classed as <u>Indirect</u> costs.
39	A	P38 : Text book answer.
40	C	Within Capacity Management, Demand Management has the objective of influencing demand and therefore the use of resources (i.e. Shaping User behaviour). B Identifying the root cause is associated with Problem Management while 'Underpinning discipline' (A) and 'The Customer is always right' (D) are just generic statements.