



**INFORMATION SYSTEMS EXAMINATIONS  
BOARD**

**Foundation Certificate in IT Service  
Management**

**Sample Examination Paper 15v1**

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**Question 1**

Which of the following would be valid reasons for a Service Desk to invoke escalation procedures?

- 1 An Incident exceeds the downtime stipulated within an SLA
  - 2 The business impact of an Incident increases due to unforeseen circumstances
  - 3 The number of users impacted by an Incident is greater than first thought
  - 4 A senior manager engaged in a critical business activity complains about a lack of progress being made on a particular Incident
- 
- A 1, 2 and 3
  - B 2, 3 and 4
  - C All four
  - D 1, 3 and 4

**Question 2**

Which of the following is NOT a Problem Management responsibility?

- A Ownership of an Incident throughout its lifecycle
- B Investigation of the cause of an Incident
- C Initiating Requests for Change
- D Maintenance of a Known Error database

**Question 3**

The 'writing off' of part of an asset's value each year, usually a fixed percentage of the original cost, is known as ...

- A Transfer costing
- B Discounted cash flow
- C Net book value
- D Depreciation

**Question 4**

Which of the following is NOT a concern of Resource Capacity Management?

- A Establishing the future IT capacity requirements of the business
- B Understanding the profile of use of CIs
- C Understanding CI utilisation thresholds
- D Having a knowledge of new and changing technologies

**Question 5**

Which is the correct combination of terms and Service Management processes?

- |   |      |   |                          |
|---|------|---|--------------------------|
| 1 | CMDB | A | Availability Management  |
| 2 | CFIA | B | Release Management       |
| 3 | DHS  | C | Service Level Management |
| 4 | OLA  | D | Configuration Management |
- 
- |   |                    |
|---|--------------------|
| A | 1-D, 2-C, 3-A, 4-B |
| B | 1-D, 2-A, 3-B, 4-C |
| C | 1-B, 2-A, 3-C, 4-D |
| D | 1-C, 2-D, 3-B, 4-A |

**Question 6**

Which of the following statements best describes 'resilience'?

- A The combination of confidentiality, integrity and maintainability
- B The ability of a service to remain functional even though some components have failed
- C The ability of a CI to remain functional under given conditions
- D The ability of a CI to be retained in, or restored to, its normal operational state

**Question 7**

Which of the following is a responsibility of Change Management?

- A Reviewing Changes to confirm they meet their objectives
- B Initiating a Change to rectify a Known Error
- C Testing the back out plan for a major Change
- D Implementing a change to software at a remote site

**Question 8**

Which of the following activities is NOT part of the Release process?

- A Moving software from the DSL to the development environment
- B Moving software from the DSL to the live environment
- C Moving software from the development to the test environment
- D Moving software from the live environment to the DSL

**Question 9**

In ITSCM a 'reciprocal arrangement' is where:

- A There is an agreement with another similar organisation to provide support for each other in the event of a disaster
- B Having a mirrored service in another location so that service interruption is minimised
- C Taking the best of all other approaches
- D Making the main data centre as disaster-proof as possible to avoid service interruptions

**Question 10**

Which of the following is NOT an aspect of IT Service Management?

- A Running and maintaining existing services
- B Developing new systems
- C Keeping IT services in line with changing business needs
- D Keeping the costs of delivering IT services within agreed budget limits

**Question 11**

In which two Service Management processes would you be most likely to use a risk analysis and management methodology?

- A Change and Financial Management for IT Services
- B Availability Management and IT Service Continuity Management
- C Incident Management and Change Management
- D Service Level Management and IT Service Continuity Management

**Question 12**

Salesmen are able to use their laptops from hotels to log in to their company's IT services. On several occasions they have found that when a certain modem is used, the connection was unsatisfactory. A temporary solution to this situation has been identified.

Which processes, other than Incident Management, will be involved in achieving a permanent solution?

- A Problem, Change, Release and Configuration Management
- B Only Configuration, Problem and Release Management
- C Only Change and Release Management
- D Only Change, Release and Configuration Management

**Question 13**

Many performance related Incidents have arisen because a new batch of PCs do not have sufficient memory for the applications they are been used for. Which process should have prevented this from happening?

- A Performance Management
- B Capacity Management
- C Configuration Management
- D IT Service Continuity Management

**Question 14**

Which of the following would be appropriate Key Performance Indicators for a Service Desk?

- 1 Percentage of Incidents closed without escalation
  - 2 Percentage of Incidents correctly categorised at logging
  - 3 Percentage of Incidents related to hardware
- A All three
  - B 1 and 2
  - C 1 and 3
  - D 2 and 3

**Question 15**

Which of the following would NOT be undertaken by Problem Management?

- A Liaison with third party suppliers
- B Working with Availability Management to ensure agreed levels of service Availability
- C Known Error management
- D Taking charge of difficult Incidents

**Question 16**

A trend analysis of Incident data indicates that over 30% of Incidents regularly recur. Which of the following will contribute most to reducing regularly recurring Incidents?

- A A review of recently implemented RFCs
- B Implementation of the Problem Management process
- C The selection of an appropriate tool to log all Incident data more accurately
- D The introduction of a single Service Desk telephone number so users know whom to contact

**Question 17**

Which of the following statements about IT Service Continuity Management are correct?

- 1 The 'intermediate recovery external' option can offer a remote installation, fully equipped with the required hardware, software, communications and environmental control equipment
  - 2 The 'intermediate recovery external' option can be shared between multiple customers and in the event of a disaster may not be available due to over-subscription
- A Both
  - B Neither
  - C Only the first
  - D Only the second

**Question 18**

Which of the following statements is FALSE?

- A It is better to budget and account for IT services before implementing charging
- B Budgeting and Accounting for IT services is essential for effective Service Management
- C Charging is required in order to cost IT services
- D Charging may lead to the recovery of costs

**Question 19**

Which of the following is NOT a technique usually associated with Availability Management?

- A Auto error detection
- B Fault Tree Analysis
- C Queuing theory
- D Service Outage Analysis

**Question 20**

The Service Desk is unable to deal with a user's Incident. What action should they take?

- A Log the details and inform the customer of the Incident number. Monitor progress and keep customer informed
- B As it is the first time it has happened to this user, tell them to ring back if it happens again. Inform them you will then pass the Incident to second line support for resolution
- C Log the details and inform the customer of the Incident number. Suggest they ring back if they have not heard anything within 48 hrs
- D From the information given it appears there could be a hardware fault. Suggest the customer contacts a third party to try to get the incident resolved quickly

**Question 21**

Which of the following would NOT normally be discussed in a typical service review with a customer?

- A Requirements for an increase in capacity
- B Service performance trends
- C Authorisation for changes to a service
- D Customer satisfaction with the service

**Question 22**

Which of the following best describes why an SLA should contain definitions of terms?

- A To ensure that anywhere there is a measurement required within the SLA then it is realistically measurable
- B To make sure that all sections in the SLA make sense
- C To ensure that both the customer and IT can clearly understand the terms in the SLA
- D To ensure that the customer's understanding of a particular term is the one meant in the SLA

**Question 23**

With which of the following processes do you associate this definition?

'Any event which is not part of the standard operation of the service and which causes or may cause an interruption to, or a reduction in, the quality of service'

- A Availability Management
- B Service Level Management
- C Problem Management
- D Incident Management

**Question 24**

Incident Management activities include which of the following?

- 1 Matching Incidents against Known Errors
  - 2 Analysing Incident data to identify root causes of Problems
  - 3 Determining the underlying cause of the Incident
  - 4 Assigning impact and urgency, thus defining priority
- 
- A 1 and 4
  - B 1 and 3
  - C 2 and 4
  - D 1 and 2

**Question 25**

Change Management is NOT responsible for:

- A Scheduling a Change to the network
- B Ensuring that a Change to an application is prioritised
- C Ensuring that the impact of a Change to hardware is fully assessed
- D Implementing the Release of a software Change

**Question 26**

Which is the correct sequence of events in the Incident Lifecycle after the Incident has actually occurred?

- A Detection, Repair, Recovery, Restoration, Diagnosis
- B Detection, Recovery, Repair, Restoration, Diagnosis
- C Detection, Diagnosis, Recovery, Repair, Restoration
- D Detection, Diagnosis, Repair, Recovery, Restoration

**Question 27**

In which of the following circumstances is requesting an Urgent Change justified?

- A If only one small component requires changing and it is unlikely to affect any other components
- B A CAB meeting has been cancelled because most of the members are unable to attend
- C A supplier has advised that a previous version of a software package will not be supported very much longer
- D A Change is needed to correct an error on a business critical system



**Question 28**

Which of the following is NOT a valid charging policy?

- A Cost recovery
- B Activity based costing
- C 'Cost plus' pricing
- D Market rate

**Question 29**

A CI must have a unique reference so that...

- A Audits can be carried out remotely
- B The same description can be used for several CIs
- C Mistakes in identifying a particular CI are less likely
- D New CIs can be quickly and accurately registered in the CMDB

**Question 30**

In ITSCM the severity of a disaster depends upon:

- A The time of day it occurs
- B How many people are available to assist in recovery
- C The type of disaster, whether flood, fire, etc.
- D The impact on the customer's business

**Question 31**

Incident reports from the last month show that the average resolution time was 30 minutes. What does this mean?

- A Incidents were open for an average of 30 minutes
- B A random selection of Incidents were open less than 30 minutes
- C Most Incidents were fixed within 30 minutes
- D The average time taken for Incidents to be reported to the Service Desk by users was 30 minutes

**Question 32**

A supplier offers an IT provider a choice of three different maintenance options when purchasing a new Server. In which document will the customer's choice be registered?

- A Underpinning Contract
- B Operational Level Agreement
- C Service Level Agreement
- D Service Catalogue

**Question 33**

Students can access course-work from their home PCs via the internet. A student requires an existing set of programs for the course they are following. Which process is responsible for ensuring the correct programs are sent to the students?

- A Release Management
- B Change Management
- C Configuration Management
- D Network Management

**Question 34**

Incidents have NOT been linked to the correct CI. Which activity is most likely to have failed to work properly?

- A Service Desk
- B Change Management
- C Problem Management
- D Configuration Management

**Question 35**

Capacity Management comprises three sub-processes. Which of the following is NOT one of the sub-processes?

- A Business Capacity Management
- B Service Capacity Management
- C Financial Capacity Management
- D Resource Capacity Management

**Question 36**

The status of a Configuration Item could NOT be:

- A Faulty
- B Obsolete
- C Hardware
- D On loan

**Question 37**

Downtime calculations must include planned outages for maintenance agreed with the customer. Is this statement true?

- A Yes
- B No
- C No, unless the Service Level Manager and Customer agree this is appropriate
- D Yes, but only in SLAs where there are hardware CIs

**Question 38**

Which of these should be included in a Release Policy?

- 1 Numbering conventions
  - 2 Definition of acceptance criteria for adding new software to the DSL
  - 3 Policy for issuing emergency releases
- 
- A 1 and 2
  - B 1 and 3
  - C 2 and 3
  - D All three

**Question 39**

In ITIL, the term 'variant' is used to describe:

- A Unauthorised or illegal versions of software
- B A CI based on another, but with minor differences
- C An incident which has the same impact as an existing Known Error but a different root cause
- D The difference between forecast and actual resource usage

**Question 40**

Which is the correct combination of terms and Service Management processes?

- |         |  |
|---------|--|
| 1 DSL   | A Financial Management for IT Services |
| 2 CRAMM | B Release Management                   |
| 3 FTA   | C IT Service Continuity Management     |
| 4 ROI   | D Availability Management              |
- 
- A 1-B, 2-D, 3-C, 4-A
  - B 1-D, 2-A, 3-B, 4-C
  - C 1-B, 2-C, 3-D, 4-A
  - D 1-A, 2-B, 3-C, 4-D

## Foundation Certificate in IT Service Management Sample FCITSM Paper 15v1 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 15 v1.0 Revised April 2006')*

NO	ANS	<i><b>RATIONALE</b></i>
1	C	<b>SS 5.3.3</b> In all <b>FOUR</b> circumstances escalation procedures would be invoked.
2	A	<b>P15:</b> The ownership of an incident throughout its lifecycle is the responsibility of <b>INCIDENT</b> Management.
3	D	<b>SD A2:</b> Depreciation is a standard accounting term meaning the writing off of an asset's value each year. Transfer Costing ( <b>SD 5.3.4</b> ) concerns costs transferred between departments. Discounted Cash Flow (DCF) is an evaluation of the Future Net Cash Flow generated by a capital project. Net Book Value (NBV) is an accounting term describing the total worth of all assets in the accounts (or book). <i>(nb DCF and NBV are wrong answers so should/will NOT have been taught on a Foundation Course! Opportunity for Course Providers to advise students some 'wrong' answers will be 'wrong!')</i>
4	A	<b>P56:</b> A is a responsibility of <b>BUSINESS CAPACITY</b> Management.
5	B	This is the only correct combination.
6	B	<b>SD 6.2.3:</b> a description of resilience. A is Security, ( <b>P65</b> ) C is Reliability ( <b>P65</b> ) and D is Maintainability ( <b>P65</b> )
7	A	<b>P28:</b> Text book answer. B would be undertaken by Problem Management, C by a Test Team, D by Release Management
8	D	A, C and B (chronologically) are concerned with moving a Software CI from development, through test into live. D would NOT (except in exceptional circumstances) occur as the software that is in 'live' came from the DSL so is already there!
9	A	<b>P61:</b> Text book answer. (note: 'D' is sometimes referred to as 'Fortress', it is NOT in the current version of ITIL )
10	B	The <u>development</u> of new systems is outside the scope of Service Management
11	B	Risk reduction is fundamental to both Availability Management and ITSCM.
12	A	<b>P10:</b> All Service Support processes are involved in achieving a permanent solution. An example to show students how the SERVICE SUPPORT processes integrate

13	B	<b>P56:</b> Capacity Management should identify that systems and individual configuration items (i.e. PCs) have sufficient capacity to meet the functional requirements
14	B	<b>SS A1:</b> 1 and 2 can be directly <u>influenced</u> by the Service Desk so can be used as KPIs. 3 is an important metric, but the Service Desk cannot influence it so this is not a KPI for the Service Desk
15	D	<b>P15:</b> A to C are all Problem Management activities The ownership of Incidents (difficult or not) rests with Incident Management
16	B	<b>P20:</b> Trend Analysis is a key action in the pro-active role undertaken by Problem Management and will prevent recurrent incidents
17	A	Both statements are correct
18	C	A, B and D are all TRUE statements relating to Financial Management. Knowledge of cost elements (not charging) is required in order to cost IT Services
19	C	<b>SD 6.3:</b> A, B and D are all associated with Availability Management. Queuing theory is associated with <b>CAPACITY</b> Management
20	A	<b>P12:</b> Logging and monitoring of incidents and the communication with customers are both key actions undertaken by the Service Desk
21	C	<b>P30:</b> Authorisation of changes is the responsibility of Change management and would not be part of a Service Review meeting
22	C	<b>SD 4.4.5:</b> SLAs must be 'unambiguous', so the terminology must be defined so that both provider and customer are clear on the meaning
23	D	<b>P15:</b> Text Book answer
24	A	<b>P17:</b> 1 and 4 are Incident Management, 2 and 3 are Problem Management
25	D	A, B and C are all Change Management responsibilities, Implementation of the change is the responsibility of Release Management
26	D	<b>P16:</b> Text book answer as per the Incident Life-Cycle
27	D	<b>P29:</b> An urgent change is appropriate 'where the business impact justifies'
28	B	<b>P48:</b> Three are valid Charging policies. Activity based costing is used when calculating the COST of cost units, not within the Charging process
29	C	A, not all CIs can be audited 'remotely', B is not linked to individual CIs and D would not be a significant criterion for accuracy of input data. By having a unique reference mistakes in identifying a CI will be less likely
30	D	<b>P58:</b> The major consideration when deciding the severity of a disaster is the impact on the business (as defined by a Business Impact Analysis)
31	A	<b>SD 8.9.6:</b> Resolution Time is the time from the opening to the closing of an incident (MTTR)
32	A	<b>P65:</b> (Serviceability) An underpinning contract details conditions with EXTERNAL suppliers
33	A	<b>P35:</b> Text book answer – the distribution of software is the responsibility of Release Management
34	A	The Service Desk when performing first line Incident Management will raise an Incident which needs relating to the correct CI. If this initial link is wrong Service Desk have 'failed' to be effective
35	C	<b>P53:</b> A, B and D are the three principal areas of responsibility for Capacity Management
36	C	<b>P24:</b> A, B and D are valid statuses, C is an CI Type
37	C	A question on a basic SLA principle. The contents of an SLA must be agreed by the customer and the provider, which is the case in 'C'
38	D	<b>SS 9.3.2:</b> for 1 and 3, <b>SS 9.3.6</b> for 2. All should be included in a Release Policy

<b>39</b>	<b>B</b>	<b>SS 7.11.2:</b> Text book answer
<b>40</b>	<b>C</b>	This is the only correct combination