

Question 1

- 1 out of 1 points

A purpose of the Demand Management process is to:

Selected Answer: d.

Answer:

Understand, anticipate, and influence customer demand for services

Answers: a.

To establish and maintain a business relationship between the service provider and the customers

b.

To generate a service strategy in order to meet customer needs

c.

To secure an appropriate level of funding to design, develop, and deliver services that meet that strategy of the organization

d.

Understand, anticipate, and influence customer demand for services

• Question 2

- 1 out of 1 points

PBA stands for:

Selected Answer: c.

Pattern of Business Activity

Answers: a.

Preliminary Business Activities

b.

Promotional Business Activity

c.

Pattern of Business Activity

d.

Peanut Butter and Anchovies

• **Question 3**

1 out of 1 points

An IT service is a collection of related IT components that provide value to a client.

Selected Answer: True

Answers: True

False

• **Question 4**

1 out of 1 points

A purpose of the Business Relationship Management process is to identify customer needs and ensure that the service provider is able to meet these needs

Selected Answer: True

Answers: True

False

• **Question 5**

1 out of 1 points

ITIL was developed in this decade:

Selected Answer: b.

1980's

Answers: a.

1970's

b.

1980's

- c.
1990's
- d.
2000's

• **Question 6**

1 out of 1 points

With regards to creating a new service: Initiating, defining, and analyzing are activities in which Service Strategy Process?

Selected Answer: c.

Service Portfolio Management

Answers:

- a.
Strategy Management for IT Services
- b.
Demand Management
- c.
Service Portfolio Management
- d.
Business Relationship Management

• **Question 7**

0 out of 1 points

Service Strategy is the first stage in the ITIL Service Lifecycle


Selected Answer: True

- Answers:
- True
 - False

• **Question 8**

0 out of 1 points

Service Portfolio Management is a process in the Service Strategy Stage of the ITIL Service Lifecycle


Selected Answer:  False


Answers:  True
False

• **Question 9**

1 out of 1 points

An activity of this Service Strategy process performs strategic assessments that include assessing an organization's internal and external environment


Selected Answer:  d.

Answers: Strategy Management for IT Services
a.
Demand Management
b.
Service Portfolio Management
c.
Business Relationship Management
 d.
Strategy Management for IT Services

• **Question 10**

1 out of 1 points

An IT Provider that uses a Shared Services Unit Model for support:

Selected Answer:  c.

Answer: serves many business units and operates within a single internal IT Organization

Answers:

a.

provides services to external clients only

b.

serves only one business unit and operates within a single internal organization

c.

serves many business units and operates within a single internal IT Organization

d.

serves external clients world wide by having many IT units operating in different time zones

• **Question 11**

1 out of 1 points

ITIL stands for:

Selected Answer: b.

Information Technology Infrastructure Library

Answers:

a.

Information Technology Information Library

b.

Information Technology Infrastructure Library

c.

Infrastructure Technology Information Library

d.

Information Technology Instructional Library

• **Question 12**

1 out of 1 points

There are _____ stages in the ITIL Service Lifecycle

Selected Answer: c.

4

Answers: a.

2

b.

3

c.

4

d.

5

• **Question 13**

1 out of 1 points

Capacity Management is a process in the Service Strategy stage of the ITIL Service Lifecycle

Selected Answer: False

Answers: True

False

• **Question 14**

1 out of 1 points

The Service Strategy stage consists of 7 processes

Selected Answer: False

Answers: True

False

• **Question 15**

1 out of 1 points

The Application Management function is:

Selected Answer: a.

Answer:

the custodian of knowledge and expertise related to managing applications

Answers: a.

the custodian of knowledge and expertise related to managing applications

b.

provides a single point of contact between the service provider and user

c.

the custodian of technical knowledge and expertise related to managing the IT infrastructure

d.

responsible for executing the activities and performance standards defined during Service Design and tested during Service Transition

• Question 16

1 out of 1 points

This is considered an activity of the Financial Management for IT Services process:

Selected Answer: b.

Budgeting

Answers: a.

Business requirements gathering

b.

Budgeting

c.

Project planning

d.

Creating Service Level Agreements

• **Question 17**

1 out of 1 points

The purpose of a Service Desk function is to provide a single point of contact between the service provider and the user.

Selected Answer: True

Answers: True
 False

• **Question 18**

1 out of 1 points

The Service Lifecycle was introduced in ITIL v2

Selected Answer: False

Answers: True
 False

• **Question 19**

1 out of 1 points

The Service Catalogue contains a list of all services, including retired ones

Selected Answer: False

Answers: True
 False

• **Question 20**

1 out of 1 points

Availability Management is a process in this lifecycle stage:

Selected Answer: b.

Service Design

Answers: a.

Service Strategy

 b.

Service Design

c.

Service Transition

d.

Service Operation