# QUESTIONS & ANSWERS

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## Exin

# ITIL

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Question: 386

Why is it important for service providers to understand patterns of business activity (PBA)?
A. PBA are based on organizational roles and responsibilities
B. IT service providers CANNOT schedule changes until they understand PBA
C. Demand for the services delivered by service providers are directly influenced by PBA
D. Understanding PBA is the only way to enable accurate service level reporting

Answer: C

Question: 387

The BEST description of an incident is:
A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption to service or a reduction in the quality of service
C. Any disruption to service whether planned or unplanned
D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B

Question: 388

Within service design, what is the key output handed over to service transition?
A. Measurement, methods and metrics
B. Service design package
C. Service portfolio design
D. Process definitions

Answer: B

Question: 389

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?
A. To ensure that a service can be managed and operated in accordance with constraints specified during design
B. To design and develop capabilities for service management
C. To provide good-quality knowledge and information about services
D. To plan the resources required to manage a release

Answer: B

Question: 390

Which one of the following is NOT part of the service design stage of the service lifecycle?
**A. Designing and maintaining all necessary service transition packages**
**B. Producing quality, secure and resilient designs for new or improved services**
**C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced**
**D. Measuring the effectiveness and efficiency of service design and the supporting processes**

Answer: A

Question: 391

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?
**A. Service design**
**B. Service transition**
**C. Continual service improvement**
**D. Service operation**

Answer: A

Question: 392

Which of the following provide value to the business from service strategy?
1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services
**A. All of the above**
**B. 1 and 3 only**
**C. 1 and 2 only**
**D. 2 and 3 only**

Answer: A

Question: 393

Which of the following are benefits to the business of implementing service transition?
1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services
3. Result in higher volume of successful changes
**A. 1 and 2 only**
**B. 2 and 3 only**
**C. 1 and 3 only**
**D. None of the above**

Answer: C

Question: 394

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?
A. Service strategy
B. Service design
C. Service transition
D. Service operation

Answer: B

Question: 395

Which of the following is NOT an objective of Continual Service Improvement?
A. Review and analyze Service Level Achievement results
B. Identify activities to improve the efficiency of service management processes
C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
D. Conduct activities to deliver and manage services at agreed levels to business users

Answer: D

Question: 396

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?
A. Service Strategy
B. Continual Service Improvement
C. Service Operation
D. Service Design

Answer: B

Question: 397

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?
A. Event management, incident management, problem management, request fulfilment, and access management
B. Event management, incident management, change management, and access management
C. Incident management, problem management, service desk, request fulfilment, and event management
D. Incident management, service desk, request fulfilment, access management, and event management

Answer: A

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