

ITIL V3 Sample Paper 1

1. Which of the following is NOT a step in the Continual Service Improvement (CSI) model?

- a) What is the vision?
- b) Did we get there?
- c) Is there budget?**
- d) Where are we now?

2. What is the RACI model used for?

- a) Documenting the roles and relationships of stakeholders in a process or activity**
- b) Defining requirements for a new service or process
- c) Analyzing the business impact of an incident
- d) Creating a balanced scorecard showing the overall status of Service Management

3. What is the main reason for establishing a baseline?

- a) To standardize operation
- b) For knowing the cost of services provided
- c) For roles and responsibility to be clear
- d) For later comparison**

4. Which of the following is NOT an objective of Service Operation?

- a) Through testing, to ensure that services are designed to meet business needs**
- b) To deliver and support IT services
- c) To manage the technology used to deliver services
- d) To monitor the performance of technology and processes

5. Which of the following statements is CORRECT about patterns of demand generated by the customer's business?

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Metrics for Service Management: Jan Schilt, Jan van Bon, Peter Brooks,2020-06-10 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements

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