

Sr. No	Question	A	B	C	D
1	The rigid 'plan and deploy' model is giving way to the dynamic '_____ ' model.	plain and collaborate	engage and collaborate	engage and deploy	plain and deploy
2	_____ is a set of specialized organizational capabilities for providing value to customers in the form of services	Service management	Service	Process management	Process
3	_____ is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.	Activity	Function	Service	Process
4	_____ is fitness for purpose and _____ is fitness for use.	Warranty , Utility	Utility, Utility	Warranty, warranty	Utility, Warranty
5	_____ is what the customer gets, and _____ is how it is delivered.	Utility, Utility	Warranty , Utility	Utility, Warranty	Utility, Warranty
6	_____ can span organizational and geographic boundaries, often in complex variants creating unique designs and patterns of execution.	service process	Business processes	agent process	application process
7	_____ is a set of coordinated activities combining and implementing resources and capabilities in order to produce an outcome, which, directly or indirectly, creates value for an external customer or stakeholder.	A Function	A System	A Process	A service
8	_____ is a necessary condition for developing organizational capabilities.	Specialization	Generalization	Encapsulation	Coordination
9	The _____ model is also applied in client/server models widely used in software design and enterprise architecture.	agency	service	agent	principle
10	_____ hides what is not the customer's concern and exposes as a service what is useful and usable to them.	Coordination	Specialization	Specialization	Encapsulation
11	With _____, it is easier to make changes internal to the resource without adversely affecting utilization.	tight coupling	loose coupling	semi loose coupling	semi tight coupling
12	_____ is a group of interacting, interrelated, or interdependent components that form a unified whole, operating together for a common purpose.	A Service	A Function	A process	A system
13	Control processes is in which the value of the outcome has no influence on the process input are called _____ and the value of the outcome has influence (with or without some delay) on the process input in such a manner as to maintain the desired value are called _____.	open loop, closed-loop	closed loop , closed loop	open loop,open loop	closed loop , open lo
14	_____ are a way of structuring organizations to implement the specialization principle.	Service	Process	Functions	Activity
15	What are measurable, have specific results and customers respond to specific events?	Services	Processes	Functions	Activities
16	_____ ensures the utility of the service is available as needed with sufficient capacity, continuity and security.	Utility	Warranty	Customer	Guarantee
17	_____ are considered intangible assets of an organization that cannot be purchased, but must be developed and matured over time.	Resources	Capabilities	Services	Processes
18	_____ service strategy is now available to service providers that states most innovation occurs outside the organization and no single organization can organically produce all the resources and capabilities required within an industry.	Collaboration	Change the focal point of distinctiveness	Increase demand for complementary services	Marshal external talent

19	A web of relationships that generates tangible and intangible value through complex dynamic exchanges through two or more organizations is termed as _____.	Value chain	Value network	Supply Chain	Service Systems
20	A _____ is simply a bundle of assets meant to create value for customers in the form of goods and services.	service unit	market space	business unit	service desk
21	Strategy as a _____ defines the governing set of beliefs, values, and a sense of purpose shared by the entire organization and also sets the overall direction in which the service provider moves to fulfill its purpose and construct its performance anatomy.	perspective	position	pattern	plan
22	Resources are considered to be _____ assets of an organization.	intangible	tangible	strategic	incorporeal
23	_____ service provider is embedded within a business unit like one IT organization within each of the business units.	External	Shared	Business	Internal
24	Which of the following is not a type of service strategy position included in four P's of strategy?	Variety-based positioning	Needs-based positioning	Access-based positioning	Customer-based positioning
25	Warranty is stated in terms of the capacity, _____, continuity and security of the utilization of services.	services	market space	availability	durability
26	Who are given the responsibility authority and resources necessary to deliver certain outcomes using the best possible means ?	Business Managers	Executives	Project Leader	Employess
27	_____ is defined by a set of business outcomes, which can be facilitated by a service.	Share Market	Market Space	Forex	International Market
28	_____ are means of delivery value to customers by facilitating outcomes customer need to achieve without owning specific costs and risks	Offers	Products	Sservices	Communication
29	As per outcome based service, it ensures that managers plan and execute all aspects of service management entirely from the perspective of what is valueable to the _____	Company	Board of Directors	Colleagues	Customer
30	The service portfolio represents the commitments and investments made by a service provider across all customers and market space.	Investments	Time Spent	Product	Infrastructure
31	The _____ approach help managers prioritize investments and improve the allocation of resources.	Office Management	Portfolio Management	Stock Management	Stakeholder Management
32	Which of thw following is not the phase of Service Portfolio ?	Service Catalogue	Service Pipeline	Renewed Service	Retired Service
33	_____ phase of service portfolio, consist of services presently active in the service operation phase and those approved to be readily offered to customers	Retired Service	Renewed Service	Service Pipeline	Service Catalogue
34	_____ phase of service portfolio, consist of services under consideration or development but not available to the customer.	Service Pipeline	Renewed Service	Retired Service	Service Catalogue
35	_____ phase of service portfolio consist of phased out services.	Service Catalogue	Retired Service	Service Pipeline	Renewed Service
36	What are the 4 P's of Service Design?	People, Products, Processes and Partners	Public, Processes, Products and Partners	Private, Processes, Partners, Products	People, Partners, Public, Products
37	The Business will demand IT Services, and they will need an appropriate _____ to provide & deliver services.	System	Infrastructure	Technology	Market
38	Development Manager works with three things _____	Technology, Man power, System	Functionality, Resources and Schedule	Resources, Technology, Products	Technology, Resourcess and Schedule
39	The performance _____ required to Identifying Service Requirements,	measurements and matrices	maintainces	Skill	Ability
40	_____ provides a formal and universal standard for organizations seeking to have their service management capabilities audited and certified.	ISO/ICE 20000	ISO/IEC2000	ISO/IEC20000	ISO/ECI 20000

41	_____ is not-for-profit, international consortium that drives the development convergence and adoption of e-business standards.	SOA	OASIS	SOP	OLAP
42	An additional evaluation stage may be necessary if _____ services and solutions are involved.	external supplier	internal supplier	existence	internet
43	Select one of the matric that cannot be used to measure the capabilities and performace of the service design process.	Progress	Compliance	Effectiveness	Performance
44	Ther _____ is a subset of the overall Service Portfolio and contains details of all the business requirements that have not yet become serviced released to the live environment.	Service Strategy	Service operation	Service Pipeline	Service strategy
45	The _____ Publication provides guidance on how to design, develop and implement service management, not only as an organisational capability but also a service assets.	Service Strategy	Service Transition	Service Operation	Service improvement
46	_____ Architeture, which provides a blue print for the development and deployment of individual applications, maps business and functional requirements on to applications an shows inter-relationships between applications.	Service	IT Infrastructure	Application	Environmental
47	In balanced design _____ refers to people,technology and money available	resources	schedule	functionality	hiring
48	_____ defines the level of service expected by a customer from a supplier,	Service level Accerelation	Service level Customer	Service level Associate	Service level Agreement
49	_____ Incident resolution is a part of _____.	Incident level resolution	Resolution evel Agreement	Operational level Agreement	Incident level Agreement
50	A structure and _____ approach to design activities should be adopted.	holistic	unrealistic	intermittent	historical
51	Selecting a set of suppliers and completing tendering process would include	Statement of return	Statement of requirement	Choicing of requirement	Structure of requirement
52	Which of the following is not a part of tendering process	RFI	RFP	RFQ	RFB
53	The _____ approach is regarded as the best practice to improve the efficiency in providing IT services.	Set Oriented Architecture	Service Oriented Architecture	System Oriented Architecture	Sadistic Oriented Architecture
54	OASIS Stands for:	Organization for Advancement of System Information Standards	Organization for Adoption of Structured Information Standards	Organization for Advancement of Structured Information Standards	Organization for Advancement of Structured Integration Standards
55	Which of the following service management aligns service provisions with business goals and objectives.	Business Service Management	Business Security Management	Business Set Management	Business tree chart
56	Main duty of Designers are to recognize many _____ while giving best solutions to company.	controls	constraints	ocassions	designations
57	_____ is an organized collection of all services related to business and information technology that can be performed live.	Service Catalouge	Service Set	Service Map	Service Catalouge
58	The _____ service catalogue contains information on supplies ,prices,point of contact,ordering and request processes.	ITIC	ITIS	ITIL	ITIP
59	_____ describes the relationships between supporting services,shared servicesand components necessary to support provision of service to business.	Technical Service Category	Technical Set Catalouge	Technical Service Catalouge	Technical ChangeCatalouge
60	_____ is an contract a service provider and third party provider for receiving some specialised services	Underpinning Contracts	overrrpinning Contracts	UnderlyingContracts	Outpinning Contracts
61	Which of the following management is a process used to manage,control and predict the performance ,utilization and capacity of individual IT components.	Component base Manaagement	Business Capacity Management	Component Capacity Management	Service Capacity Management

62	_____ is an structured approach to identifying causes service interruptions.	Service Failure Analysis	Service cause Analysis	Service StructureAnalysis	Set Failure Analysis
63	A _____ provides an summary of testing and assesment activities performed by any ITSM process.	test plan	test points	test case	test report
64	Which of the following is not an subprocess of information security management?	security validation and testing	design of securitycontrols	personal review	management of security incidents
65	_____ is as an legal binding agreement between a service provider and the customer to supply or receive certain services	denial	Contract	illegitimate	adjournment
66	SSIP stands for:	Supplier Service Improvements Plans	Supplier Set Improvements Plans	Supplier Service IndicationsPlans	Supplier Service Improvements Plans
67	The combination of a Business Service Catalogue and a Technical Service Catalogue is invaluable for quickly assessing the..... and changes on the business	IT Service	SLM process	Impact of incidents	OLA supports
68	A key success factor in managing capacity is ensuring it is considered during the ..... stage	Analysis	Design	Planning	Testing
69	The term..... is used as a general term and includes data stores, databases and metadata	Service	Information	Catalogue	Packages
70	..... measure of how long a Configuration Item or IT Service can perform its agreed Function without interruption.	Serviceability	Maintainability	Scalability	Reliability
71	..... Plan showing how all aspects of security will be managed on all home sites and recovery sites	Accommodation and Services	Vital Records	Salvage	Security
72	The goal of the Supplier Management process is to manage suppliers and the services they supply, to provide seamless quality of..... to the business	Information	Catalogue	Packages	IT service
73	The purpose of ..... Management is to provide a point of focus and management for all availability-related issues, relating to both services and resources, ensuring that availability targets in all areas are measured and achieved.	Finance and Administration	Accommodation and Services	Vital Records	Salvage
74	_____ is concerned with gathering information about exposure to risk so that the organization can make appropriate decisions and manage risk appropriately	Risk failure	Risk assessment	Risk management	Risk Associated
75	There are _____ levels of risk that must be considered from a service management	Two	Five	Eight	Ten
76	A major cause for poor performance is _____	Excelleant Design	Poor communication	Poor design	poor record
77	_____ is involves having processes in place to monitor risks	Leakages	Risk Management	Risk Associated	Risk Evaluation
78	Reducing the _____, giving customers financial incentives not to switch to other options	total cost of utilization	Total time	Total workload	Total salary
79	_____ is association with threats and opportunity.	risk	challenges	critical success factor	management
80	Market risks includes	Reducing the total cost of utilization	Differentiation	Consolidation	All of the above

81	_____ is defined as a possible event that could cause harm or loss, or affect an organization's ability to achieve its objectives	Threat	Risk	Fear	Leakage
82	The task of _____ is to ensure that the organization makes cost-effective use of a risk framework that has a series of well-defined steps.	risk management	Service management	Availability management	source management
83	The number one risk factor in any organization is _____	lack of accurate information	lack of space	lack of database	lack of wifi system
84	Service transition principles allow _____ to plan implement the best practices for service transition	service providers	outlets	task providers	transition providers
85	Which of the following principle of service transition enhances or enables the performance of customer assets.	Work policy	Process policy	Service utilities and warranties	Business utilities
86	It is very much important to _____ the policies with the overall framework for governance and service management.	breakdown	mismatch	misalign	align
87	Each released package is designed and managed by _____ request to ensure efficient control and traceability.	Lock	change	release	track
88	Which of the following principle of service transition provides support systems for automating standard processes to reduce adoption resistance.	Adopting common framework and standard policy	Adopting views and standard policy	Adopting common framework and standard policy	Adopting common resistance and standard policy
89	_____ models helps us to build experience and trust in service transition activities.	usable standards service transition	reusable standards service transition	reusable standards activity transition	reusable standards service trust
90	SKMS in Service transition stands for:	Service Knowledge Meet System	System Knowledge Management System	Service Knowledge Management System	Service Knowledge Mode System
91	It is the duty of competent decision makers to provide _____.	right people at right time with quality data.	right people at right time with inefficient data.	right people at right time with insufficient data.	right people at right time with vile data.
92	Utilization of resources is _____ throughout service transition to reduce costs.	overlooked	degenerated	degraded	optimized
93	The service transition process and activities depends on-----	effective service transition	change management,evaluation	time	cost
94	policies that support service Transition are provided-----	Configuration management and documentaton standard	scope	purpose	objective
95	the purpose of the transition planning and support activities are-----	provide support for service transition team and people	value to business	coordinate activities across project	both a &c
96	Release policy should depend-----	unique identification number	people	scope	both a &b
97	all release standard should have unique identifier that can be used by_____	configuration management and documentaton standard	major release	minor release	emergency releases
98	major releases means_____	large area of new functionality	small area of enhancements and fix	correction of small numbers error	high priority in busniess requirment
99	primary key performance indicator for transition planning and support include_____	quality ,cost, scope	purpose	transition process	people

100	the purpose of change management process insure that_____	business risk is optimize	change requirment in time frame	different level of budget	change in department level organization
101	SAC means what_____	service exceptance condition	service exceptance criteria	service applicable criteria	service applicable condition
102	KPI means_____	key performance indicator	key problem indicator	key plan information	key problem information
103	The provision of services in all organization must be _____with currently changing business requirement	inline	deteriorated	degraded	infix
104	iln service transition process processes and procedures are _____factors	soft	hard	average	mild
105	Poorly understanding of dependenciesn in earlier lifecycle stages would lead to scope_____.	elimination	defination	creep	limitations
106	Management _____is a risk in service transition.	commitment	fulfillment	competence	lincompetence
107	CSF in service transition stands for:	Critical SystemFactor	Critical Set Factor	Critical Success Factor	Critical Sequence Factor
108	_____move deployment in to different financial year.	Standards	Delays	Configuration	Compactness
109	If difficulties are ____then mitigating measures can be taken.	anticipated	declined	ignored	unpredicted
110	Staff must be aware of their level of _____and belleive that organization will support them.	insult	distrust	empowerment	disbelief
111	Excessive documentation can be _._	counterproductive	conteract	unmesurable	useless
112	_____management measures customers requirement.	meet management	Customer account management	Customer asset management	Customer flow management
113	Long term incremental improvement is based on evaluating performance and _____	Output of processes & functions	Availability of resources	Throughput	Efficiency of Service
114	The _____ describes best practice for managing services in supported environment.	Service Transition	Servcie Strategy	Service Operation	CSI
115	The objective of _____ is to make sure all configuration items or services are monitored constantly.	Event Management	Incident Management	Request Fulfilment	Access Management
116	_____ deals with granting rights to authorized user to use the service	Event Management	Incident Management	Request Fulfilment	Access Management
117	The _____ function of service operation is responsible for managing organization's day-to-day operational activities to manage the IT infrastructure.*	IT Operation Management	Technical Management	Facilities Management	Application Management
118	The _____ process of service operation deals with finding root cause of the problem.	Event Management	Problem Management	Request Fulfilment	Incident Management
119	The _____ function of service operation plays important role in the design,testing, release and improvement of IT services	Facilities Management	Application Management	Technical Management	IT operation Maangement
120	The _____ function of service operation coordinates activities between end user & the IT service provider team	Service desk	Application Management	Technical Management	IT operation Maangement
121	The _____ function of service operation refers to the management of the physical IT environment.	Service desk	Technical Management	Facilities Management	Application Management
122	The _____ process deals with handling requests such as change password, create new user etc.	Event Management	Reuest Fulfilment	Incident Management	Access Management
123	_____ focuses on the way in which IT components and systems are managed to deliver the services	Internal IT View	External IT View	Group	Department
124	An extremely _____ organization cannot support the business strategy effectively	Responsive	Stable	Reactive	Proactive
125	_____ have a hierarchical reporting structure with managers who are usually responsible for the execution of the activities	Groups	Teams	Functions	Departments

126	The Operations meeting is usually chaired by the _____ or a senior Operations Manager	Availability Manager	IT Operations Manager	IT Service Conitunity Manager	Capacity Manager
127	The purpose of _____ is to communicate effectively to a group of people about a common set of objectives or activities.	Meetings	Notices	Document-sharing utilities.	Pagers
128	_____ is dependent on the ability to prevent incidents and problems by investing in reliable and maintainable infrastructure.	Review Meetings	Organizational Health	Customer Meetings	Operational Health
129	The first part of the meeting will cover aspects that apply to the _____ as a whole.	Organization	Department	Local Region	Minor Groups
130	_____ will enable the system to determine the significance of each event and also to determine whether there is any predefined response to that event.	Diagnostic tools	Resilience	Correlation engine	Built-in monitoring utilities
131	Too much focus on cost will result in delivering _____ IT services.	High Standard	Reactive	Proactive	Substandard
132	_____ agrees to required changes before determining what it will take to deliver them.	Internal IT View	Responsiveness	Stability	External IT View
133	the process that monitors all events that occur through the IT infrastructure to allow for normal operation and also to detect and escalate exception conditions.	Incident Management	Problem Management	Event Management	Access Management
134	What concentrates on restoring the service to users as quickly as possible, in order to minimize business impact.	Event Management	Request Fulfilment	Problem Management	Incident Management
135	Event that signify unusual, but not exceptional,operation	A server's memory utilization reaches within 5% of its highest acceptable performance level	a user attempts to log on to an application with the incorrect password	notification that a scheduled workload has completed	an e-mail has reached its intended recipient
136	Which of the following is NOT a category of significance of events	Informational	Warning	Exception	Corelation
137	What step is included after the incident logging process?	incident categorization	incident prioritization	Initial diagnosis	Incident ecalation
138	A good Service Desk is key to successful _____ Management	Event	Incident	Problem	Access
139	Problem Management, which is generally executed as part of Service Operation is called _____ process	Release	Proactive	Reactive	Inter
140	A method of documenting causes and effects which can be useful in helping identify where something may be going wrong, or be improved	Chronological Analysis	Brainstorming	Ishikawa Diagrams	Pareto Analysis
141	CMS stands for	Change management systems	Confidentiality management system	Control management system	Configuration management system
142	_____ refers to the information about them that distinguishes them as an individual and which verifies their status within the organization	Identity	Access	Rights	Services
143	The situation where the user will probably use the same set of services, but will need access to different levels of functionality or data.	Job changes	Promotions or demotions	Transfers.	Retirement.
144	_____ involves working with the business to plan and anticipate both longer term strategic issues and shorter-term tactical initiatives that may impact on IT capacity.	Service Capacity Management	Business Capacity Management	Component Capacity Management	Strategic business management
145	Type of metric that an organization will need to collect to support CSI activities as well as other process activities	Technology	Process	Service	All of these
146	Critical element of Continual Service Improvement is _____	Service Level Management	Service Design	Plan	Process
147	The 4 phases of Deming Cycle are	Plan, Assess, Check, Repo	Plan, Check, Revise, Improv	Plan, Do, Check, Act	Plan, Do, Act, Assess
148	Key benefits of the Continual Service Improvement phase	Increased growth,Decrease in Return On Investment,Competitive Advantage,Increased Value On Investment	Increased growth,Increased Return On Investment,Competitive Advantage,Increased Value On Investment	Decrease growth,Increased Return On Investment,Competitive Advantage,Increased Value On Investment	Increased Return On Investment,Competitive Advantage,Decrease Value On Investment,Decrease growth

149	Why should monitoring and measuring be used when trying to improve services?	To validate, direct, justify and intervene	To validate, justify, monitor and improve	To validate, analyse, direct and improve	To validate, check, act and improve
150	SIP refers to _____	Software Implementation Plan	Service Improvement Plan	Software Improvement Plan	Software In Pipeline
151	Where are all the improvement initiatives recorded?	KMS	CMS	SKMS	CSI register
152	In Denim cycle, the phase of Consolidation helps _____	Ensures that improvements and benefits are not temporary	To execute plan	Identify gaps again gaps	Monitor and measure Outcomes
153	Critical Success Factors (CSF) and Key Performance Indicators(Kpi) are built for	Technology	Service	Process	All of these
154	Key Performance Indicators(Kpi) used to help	Manage Plan	Manage process	Manage an IT service	All of these
155	Purchase, licenses, installation and configuration, maintenance costs of hardware, software and other equipment comes under _____ cost	Labour	Tooling	Training	Expertise
156	Salaries of the organization's staff who are involved in implementing the measurement framework comes under _____ cost	Labour	Tooling	Training	Expertise
157	_____ analysis is a business assessment tool enabling an organization to compare where it is currently and where it wants to go in the future.	Predictive	Gap	Descriptive	Prescriptive
158	_____ is a process used in management, in which organizations evaluate various aspects of their processes in relation to best practice.	Benchmarking	Threshold	Convention	Criterion
159	_____ cost includes travel- and accommodation-related expenses for team members who need to travel to the site.	Labour	Visit	Training	Expertise
160	_____ service providers are one who provide IT services to users under contracts and Service Level Agreements.	Internal	Inline	External	None of these
161	_____ that capture the service or the Configuration Item (CI) affected are a prime input to CSI enabling an understanding of the issues that are affecting the overall service provision	Errors	Events	Problems	Incidents
162	_____ are defined with integrated links to the associated incidents that confirmed their existence	Errors	Events	Problems	Incidents
163	_____ are status messages that are generated from systems, network and application management platforms.	Errors	Events	Problems	Incidents
164	_____ management tools allow for the collection of availability, capacity and performance data from a multitude of domains and platforms within the IT infrastructure environment.	Service	Performance	Strategy	Incident
165	Which of the following is NOT a purpose of Service Transition?	To ensure that a service can be managed, operated and supported	To provide training and certification in project management	To provide quality knowledge of Change, Release and Deployment Management	To plan and manage the capacity and resource requirements to manage a release
166	Adding new features and services is _____ type of change.	Standard change	Normal change	Emergency change	Quick Change
167	Service Transition contains detailed descriptions of which processes?	Change Management, Service Asset and Configuration Management, Release and Deployment Management	Change Management, Capacity Management, Event Management, Service Request Management	Service Level Management, Service Portfolio Management, Service Asset and Configuration Management	Service Asset and Configuration Management, Release and Deployment Management, Request Fulfilment



168	Change Management, Service Asset and Configuration Management, Release and Deployment Management	The Configuration Management System is part of the Known Error Data Base	The Service Knowledge Management System is part of the Configuration Management System	The Configuration Management System is part of the Service Knowledge Management system	The Configuration Management System is part of the Configuration Management Database
169	The Configuration Management System is part of the Service Knowledge Management system	2, 3 and 4 only	1, 3 and 4 only	1, 2 and 3 only	All of above
170	Which of the following BEST describes a Change Authority?	The Change Advisory Board	A person that provides formal authorisation for a particular type of change.	A role, person or a group of people that provides formal authorisation for a particular type of change.	The Change Manager who provides formal authorisation for each change
171	A role, person or a group of people that provides formal authorisation for a particular type of change.	A change to a contract with a supplier	A firmware upgrade to a server that is only used for IT Service Continuity purposes	An urgent need to replace a CPU to restore a service during an incident	A change to a business process that depends on IT Services
172	<i>The term 'change management' refers to managing changes to organisational processes and structure plus their impact on staff and culture. The introduction of e-business represents many challenges and requires careful planning. To help achieve different aspects of change, a series of success factors seem to be required:</i>	<i>None of the below are success factors</i>	<i>Organisational structure, culture and staff responsibilities</i>	<i>Market and business model</i>	<i>echnology infrastructure changes</i>
173	Arrange phases of change managemet lifi cycle 1. Impact analysis 2. Request for change 3.Approve/Deny 4.Reviewong report 5. Implement change	1,3,4,2,5	2,1,3,5,4	1,5,2,3,4	1,4,2,3,5
174	Which process is related to service V model?	Release management	service transition	Service validation and testing	Knowledge management
175	Release and deployment options include: 1. Big bang vs. Phased 2. Automated vs. Manual 3. ...	Push vs. Proposed	Push vs pull	Requested Vs forced	Proposed vs forced
176	The 4 spheres of knowledge management are:	Data, facts, knowledge, wisdom	deas, facts knowledge, wisdom	Data, information, facts, wisdom	Data, information, knowledge, wisdom
177	Which activity in Service Asset & Configuration Management would help to ascertain which Configuration Items conform to that which exists in the physical environment?	control	Verification and audit	Identification	Status accounting
178	After a Change has been implemented, an evaluation is performed. What is this evaluation called?	Forward Schedule of Changes (FSC)	Post Implementation Review (PIR)	Service Improvement Programme (SIP)	Service Level Requirement (SLR)
179	Which of the following is not change type?	Standard change	Normal change	Quick change	Emergency change
180	Which process is responsible for maintaining the DML?	Release and Deployment Management	Service Asset and Configuration Management	Service validation and testing	Change Management
181	Which process or function is responsible for communicating the forward schedule of changes to the users?	Change Management	Service Desk	Release and Deployment Management	Service Level Management

182	The main objective of Change Management is to?	Ensure that any changes are approved and recorded	Ensure that standardised methods and procedures are used for controlled handling of all changes	Ensure that any change requests are managed through the CAB	Ensure that the CAB takes responsibility for all change implementation
183	Which process would you most expect to be involved in management of underpinning contracts	Change management	Service catalogue management	Supplier management	Release and deployment management
184	Which of the following is not objective of request fulfillment	To provide information to user about what services are available and how to request them	To update service catalogue	To provide channel for user to request and receive service	To source and deliver component
185	Which process has following objective 'produce service design packages based on service charters and change request	Service transition planning support	Design coordination	service level management	Change Management
186	Who is authorised to handle Emergency changes?	Change manager	Change advisory board(CAB)	Emergency change advisory board	Configuration manager
187	Which of following is not Release and deployment approach?	Big bang	Push	Pull	Emergency change
188	Which of these statements best reflects the purpose of change management?	To deliver successful projects to operations	To provide controlled change	To provide success strategies for the business	To deliver an accurate configuration management system
189	Which of these is part of the scope of IT change management?	Business strategic change	Minor operational changes	IT service changes	Project changes
190	Which of these is the best description of the purpose of transition planning and support process?	To provide overall planning and coordination of resources for service transition	To provide coordination for all change management activities	To provide planning for all designs in the service lifecycle	To provide planning for operational activities during release management
191	Which lifecycle phase is focused on the period between Service Design and Service Operation?	Service Transition	Change management	service validation and testing	Knowledge management
192	Which is a benefit of a Knowledge Management System?	Having all users use the system	wisdom	organisational growth and maturity	accurate chargeback record
193	A Configuration Management Database:	Is created by Problem Management	Is used by Problem Management	Stores configuration items (CIs)	Also referred to as the Known Error Database
194	Configuration Management activities include all of the following except:	Management and planning	Security	Identification	Reporting
195	Which of the following changes are pre-approved and does not require RFC's?	Standard change	Normal change	Emergency change	VIP changes
196	Raised, reason, return, risks, resources, responsible, and relationship are commonly referred to as:	7 Rs of Change Management	7 Rs of Service Improvement	Seven Rs of Configuration Management	5 Rs short of a dozen

197	The underlying concept behind Service Validation and Testing is:	Release efficiency	Quality assurance	Business impact	Requirement tracability
198	Knowledge Management is usually displayed within the _____ structure or model:	RACI	SKDB	CMDB	DIKW
199	Which is not physical asset?	Property	Plant	Equipments	Bitcoins
200	Release policy depends on	Urgency and impact	Demand and change	release unit and work order	type of change and impact
201	CMDB	tracks inter relationship between all configuration items	Stores changes	keeps the track of release and deployment	Stores data related to asset management
202	Who ensures that all groups which maintain the data and relationships for the service architecture are responsible for the level of integrity?	Release and Deployment Management	Problem Management	Asset and configuration management	Incident management
203	1. Who determines whether a new release affecting a service in production?	Release and Deployment Management	Problem Management	Service Level Management	Incident management
204	_____ carries out certain regular task including benchmarking, audits and reviews	Process execution	Process classification	Process integration	Process Evaluation
205	What are the sub methodologies of six Sigma?	DMAIC, DMADV	DMAIV, DMADI	DMAIV, DMAD	DMAI, DMADI
206	What is KPI?	Key Performance Indicator benchmark value	Key Processing Indicator benchmark value	Key Performance Integration benchmark value	Key Processing Integration benchmark value
207	Who conducts process audits to verify and certify that certain standards or regulatory requirements comply with the processes?	Process Maturity	Benchmarking Process	Process Audit	Process Reviews
208	Who involved in the crisis management team for high priority incidents?	Service Level Management	Problem Management	Chain Management	Incident Management
209	The _____ Describes the practice for managing services in supported environment.	Service Transition	Service Strategy	Service Operation	CSI
210	_____ Focuses on the way which IT components and systems are managed to deliver the services.	Internal IT view	External IT View	Group	Department
211	The part of the meeting will cover aspects that apply to the _____ as whole.Organization	Organization	Department	Local Region	Minor Groups
212	_____ agrees to required changes before determining what it will take to deliver them	Internal IT view	External IT View	Stability	Responsiveness
213	Which step is included after the incident logging process?	incident categorization	incident prioritization	Initial diagnosis	incident escalation
214	_____ refers to the information about them that distinguishes them as indivizual and which verifies their status with the organization.	Identity	Access	Rights	services
215	_____ involves working with the business to plan and anticipate both longer term strategic issues and shorter term tactical initiatives.	Service capacity Management	Business Capacity Management	Component Capacity Management	Strategic business management
216	_____ provides best guidance on how to maintain IT services stability and achieve agreed service delivery target.	Service management	Events	Incidents	Service operation
217	_____ is responsible for communication the details of each event of the relevant functions responsible for processing the events.	Event management process	Service management process	Business management process	Component management process
218	The _____ scheme denotes a consistent approach to dealing with specific types of events by categorizing them as per servitiy.	Configuration	Categorization	Component	Event
219	Which is the primary objective of Incident Management Process?	To automate some iterative work	To provide component management	To support problem management	To restore IT services to its normal state as soon as possible
220	_____ is a user request for information ,advice,standard modification to a service,	Status inquiry	Incident Report	Service request	Incident Management

221	_____ is a set of rules defining what services or service level a user can access.	User role	user identity record	Acess rights or access levels	Service desk
222	KEDB stands for	Knowledge Event Display Board	Known Entry Deny Board	Kit Engineer Database	Known Error Database
223	_____ contains all details and entire history of a service request.	Service Request Record	Service Request Status Information	Service Request fulfillment group	Service Request Status Closure
224	Which program is initiated to improve the service management?	Organizational change	Ownership	CSI Register	External Drivers
225	Who is responsible for ensuring the best practices are adopted and maintained throughout the organization?	CSI Register	External Drivers	Worker	CSI Manager
226	_____ helps to illuminate important improvement oppourtunities?	CSI Register	External Drivers	SWOT	KEDB
227	How many steps does CSI uses in the process of improvement?	5	8	7	2
228	Arrange phases of change managemet lifi cycle 1. Impact analysis 2. Request for change 3.Approve/Deny 4.Reviewong report 5. Implement change	1,3,4,2,5	2,1,3,5,4	1,5,2,3,4	1,4,2,3,5
229	Which process is related to service V model?	Release management	service transition	Service validation and testing	Knowledge management
230	Release and deployment options include: 1. Big bang vs. Phased 2. Automated vs. Manual 3. ...	Push vs. Proposed	Push vs pull	Requested Vs forced	Proposed vs forced
231	Which of the following are validation and testing benefits. 1.Ensure quality of service deployed and developed 2.Reduce service incidents through testing 3. Reduce cost indirectly by reducing bugs 4. Reduce efforts to sovle problrm related to service in live environment	1 and 2	1,2 and 3	2 and 3	all
232	Which are difficult conditions for service transition ? 1.short timescale 2.Restricted finance 3.Restricted resource availability External difficulties such as whether,political instability etc 4.demand	1,2 and 3	1,2 and 4	2 and 4	1 and 2
233	Service level requirements are related to which of the following?	Utility	Warrentee	change record	configuration record
234	Which of the following is not subprocess of change evolution 1.Change evolution prior to planning 2. Change evolution prior to build 3. Change evolution prior to development 4.change evolution prior to Deliver	1	2	3	4
235	Which are 4 layes of SKSM 1. Data and information layer 2. Information integration layer 3. Knowledge processing 4. Presentation layer	1 and 2	1,2,3,4	1,2 and 4	1,2 and 3
236	Who is responsible for service planning and support?	Project manager	Change manager	Transition manager	change advisory board
237	Which are the properties of service V model 1. Service requirement of service pacakge 2. provide service validation and testing framework 3. Provide points along with path used as checkpoints 4. validates service packages and offers contracts	1 and 3	1,2 and 3	2 and 4	All
238	Which of the followings are responsibilities of configuration manager? 1. Maintaining configuration item 2.Provide logical model of services , assets 3. provides infrastructure 4. To protect configuration integrity	1 and 2	1 and 4	1,2,3 and 4	1,2 and 4
239	Which of followings are types of releases 1. Minor release 2. Major release 3. Emergency release 4. moderate release	1 and 2	1,2 and 3	1,2 and 4	All

240	Service asset configuration management is the combination of 1. asset management and configuraton management 2. asset and availability management 3. configuration and availability management 4. asset and capacity management				
		1	2	3	4
241	_____ is a database that records and categorizes all areas of improvement ?	Process	ITIL	CSI	CSI register
242	_____ is the sum of ideas ,values,beliefs and expectations about behaviour?	Organization Culture	Process changes	Communication Strategy	Communication Transformation
243	Which ITIL Process has responsibilities that include distributing information to users?	Chain Management	CRM	Incident Management	Service Desk
244	._____ensures that the capacity and performance of the IT services and systems matches the evolving agreed demands of the business in the most cost-effective and timely manner.	IT service management	Capacity Management	Availability Management	Reliability Management
245	The _____ of the service to meet future requirements, in support of the long-term business objectives.	Scalability	Maintainability	Reliability	Productivity
246	Which tool support the testing activities of Release Management and the deployment of QA testing environments for development, regression testing, user acceptance testing and pre-production?	Security management	Knowledge management	Software Configuration Management	Software Test Management
247	Which is a business evaluation tool that allows an organization to compare its current location and its future destination.	GAP Analysis	Full assessment	Evaluation	Review
248	Which are the roles in ITIL Process Evaluation?	Project Manager, Analyst	Process Architect, Process Owner	Project Architect, Project Owner	Process Manager, Process Owner
249	_____ the formal mechanisms for comparing the operational process environment with the performance standards for measuring improved process capacity and / or identifying potential deficiencies that could be addressed.	Evaluation	Review	Assesment	planning
250	What step is included after the incident logging process?	incident categorization	incident prioritization	Initial diagnosis	Incident ecalation