

## 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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**F Rizvi**



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**All-in-One for Beginners (EBook, 13 Exam Engines, and Flash Cards)**

Thaar AL\_Taiey, Sr.,2012-01-20 The book explains CISCO CCNA CCENT internetworking routing and switching concepts and guarantees the certification to the readers with a unique presentation in the field of internetworking It is written like usual textbooks The differences are in the way of presenting the required information which is so simple the addition of more than 2200 learning questions and the built in of 13 exam engines and flash cards The learning questions at the end of a chapter represent a review to the information presented in that chapter as well as provide an easy way for the preparation of the real exam The questions are made to focus on the important information You have two options to read the questions and their answers either by using the built in exam engine at the end of each chapter or by reading the questions and their answers in the EBook With more than 840 pages the book includes explanatory text and provides new types of test formats to simplify both the exam and the presenting of the information to the readers including over 2200 challenging multiple choices single answer multiple choices multiple answers fill in the blank testlet drag and drop and simulation test formats A variety of internetworking scenarios and exhibits are used in this book to illustrate the topics related to the CISCO internetworking fundamentals In line with modern training and teaching methodology the questions are included to encourage the reader to stop and think as well as to test his knowledge in preparation for a successful CCNA CCENT examination The book also provides you three built in CISCO CCNA CCENT exams engines The exams mimic the format on real CISCO exams The exams are highly organized so that the reader can easily understand the concepts of the exams To be more familiar with the

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