

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?

Itil V3 Foundation Sample Papers

Jill Knapp



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LEARNING OBJECTIVES: By the end of this chapter, students should understand:

- the effects of government policies that place a ceiling on prices.
- the ...

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