

## 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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**Léo Pomar**



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