

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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ML Morrison



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