

**Unit -I IT Service Management, Service Strategy
Principles, Challenges, Critical Success factors and risks.**

1. Which of the following is/are benefits of IT service management?
 - A. Improved quality service provision.
 - B. Services that meet business , customer and user demands.
 - C. Integrated centralized processes.
 - D. All the above

2. ITIL stands for _____
 - A. Information Technology Integrated Library
 - B. Information Technology Infrastructure Library.
 - C. Information Transition Intermediate Language.
 - D. Information Technology Inheritance Level.

3. The _____ volume provides guidance for the design and development of services and service management processes.
 - A. Service Design
 - B. Service Transition
 - C. Service Operation
 - D. None of these.

4. Which of the following volume provides guidance for the development and improvement of capabilities for transitioning new and changed services into operations.
 - A. Service Design
 - B. Service Transition
 - C. Service Operation
 - D. None of these.

5. _____ Includes guidance on achieving effectiveness and efficiency in the delivery and support of services so as to ensure value for the customer and service provider.
 - A. Service Design
 - B. Service Transition
 - C. Service Operation
 - D. None of these.

6. _____ is a set of specialized organizational capabilities for providing value to customers in the form of services.
 - A. Software management
 - B. Quality Management
 - C. Service Management
 - D. Infrastructure Management

7. _____ is a means of delivering value to customers by facilitating outcomes customer want to achieve without the ownership of specific costs and risks.

- A. Software
- B. Service
- C. Organization
- D. Infrastructure

8. _____ is useful for holding, organizing or securing assets within the context of some activity , task or performance.

- A. Storage
- B. Software
- C. File
- D. Service.

9. Business outcomes are produced by _____ governed by objective, policies and constraints.

- A. Software processes
- B. Business processes
- C. Management process
- D. Service Design

10. CRM stands for _____

- A. Code Recovery Management
- B. Customer Report Management
- C. Customer Relationship Management.
- D. Customer Removal Management.

11. What is the full form of ERP?

- A. Enterprise Report Planning
- B. Enterprise Resource Planning.
- C. Enterprise Resource Program.
- D. Enterprise Relationship Planning.

12. _____ acts as in intermediary agents who facilitate the exchange between service provider and customer.

- A. Data agent
- B. Service Agent
- C. Company agent
- D. Software agent

13. _____ is a structural principle used to manage complexity in a system.
- A. Modularity
 - B. Encapsulation
 - C. Data hiding
 - D. None of these
14. With _____ it is easier to make changes internal to the resource without adversely affecting utilization.
- A. Strong Coupling
 - B. Loose Coupling
 - C. Modularity
 - D. None of these
15. Which of the following allows the same set of resources to be dynamically assigned to different uses.
- A. Loose coupling
 - B. Strong Coupling
 - C. Modularity
 - D. Sharing
16. The architecture of ITIL core is based on a _____
- A. Service Life cycle
 - B. Modularity
 - C. Encapsulation
 - D. Service Management
17. Which of the following is/are progressive phases of Service Life cycle.
- A. Service Design
 - B. Service Transition
 - C. Service Operation
 - D. All the above
18. _____ is the axis around which the service life cycle rotates.
- A. Service Management
 - B. Service Design
 - C. Service Strategy
 - D. Service Operation
19. _____ are units of organizations specialized to perform certain types of work and be responsible for specific outcomes.
- A. Functions
 - B. Processes
 - C. Modules
 - D. Structures

20) Which of the following is/ are characteristics of processes.

- A. Processes are measurable
- B. Processes have specific result
- C. Processes respond to specific events
- D. All the above

21) Control processes in which the value of the outcome has no influence on the process input are _____

- A. Open loop
- B. Closed loop
- C. Nested loop
- D. None of these

22) Control processes in which 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 _____.

- A. Open loop
- B. Closed loop
- C. Nested loop
- D. None of these

23) _____ communicate the value of warranty in terms of levels of certainty.

- A. Service management
- B. Service providers
- C. Service Company
- D. None of these

24) _____ is the most elementary aspect of assuring value to customers.

- A. Maintainability
- B. Availability
- C. Productivity
- D. None of these

25) _____ is an assurance that the service will support a specified level of business activity or demand at a specified level of quality.

- A. Capacity
- B. Availability
- C. Maintainability
- D. None of these

26. _____ is the combined effect of utility and warranty.
- A. Value Creation
 - B. Capacity
 - C. Availability
 - D. None of these
27. Which of the following assures the service will continue to support the business through major failures or disruptive events.
- A. Availability
 - B. Continuity
 - C. Capacity
 - D. None of these
28. Which of the following is not included in four Ps of service strategy Life Cycle.
- A. Perspectives
 - B. Positions
 - C. Plans
 - D. Performance
29. A _____ articulates the business philosophy of interacting with the customer or the manner in which services are provided.
- A. Strategic Perspective
 - B. Plan
 - C. Pattern
 - D. Position
30. A _____ describes a series of consistent decisions and actions over time.
- A. Perspective
 - B. Position
 - C. Pattern
 - D. Plan
31. In _____ positioning, service providers choose to provide most or all of the needs of a particular type of Customer.
- A. Needs-based
 - B. Access based
 - C. Variety based
 - D. None of these

32. In _____ positioning, service providers distinguish themselves through their ability to serve customers with particular needs with respect to location, scale, or Structures.

- A. Need based
- B. Access based
- C. Variety based
- D. None of these

33. _____ are the direct means of achieving goals and objectives. They commonly focus on financial budgets, portfolio of services, new service development, investments in service assets, and improvement plans

- A. Positions
- B. Plans
- C. Patterns
- D. People

34. Plans commonly focus on what?

- A. Financial Budgets
- B. New service development
- C. Investments in service assets
- D. All the above

35. The _____ are embedded in a service provider's way of doing business.

- A. Perspective
- B. Patterns
- C. Positions
- D. People

36. Which one of the following are useful in identifying new areas of opportunity?

- A. Plans
- B. Positions
- C. Perspectives
- D. Patterns

37. Which of the following is not one of the service management patterns.

- A. Boundary patterns
- B. Priority Patterns
- C. Timing Patterns
- D. Variety Patterns

38.A _____ represents a set of opportunities for service providers to deliver value to a customer's business through one or more services.

- A. Service strategy
- B. Market space
- C. Service pattern
- D. Service Company

39.The _____ represents the commitments and investments made by a service provider across all customers and market spaces.

- A. Service Portfolio
- B. Catalogue
- C. Pipeline
- D. Contract Portfolio

40. _____ is defined as uncertainty of outcome, whether positive Opportunity or negative threat.

- A. Failure
- B. Risk
- C. Fault
- D. None of these

41.Which of the following is not one of the phases of Service Management Life Cycle

- A. Service Design
- B. Service Transition
- C. Service Operation
- D. Service Maintenance

42.Increase in _____ can result in more units of demand served from the same amount of a resource.

- A. Efficiency
- B. Performance
- C. Effectiveness
- D. None of these

43.An increase in efficiency can lead to an increase in _____, which in turn can result in a further increase in efficiency until some optimization limit is reached.

- A. Productivity
- B. Performance
- C. Effectiveness
- D. None of these

44.The set of risks to be managed depends on the commitments, contained in the _____, which define the design requirements and operational requirements to be realized through Service Models and Service Operation Plans.

- A. Contract Portfolio
- B. Commitment Portfolio
- C. Service Portfolio.
- D. None of these

45.Consolidation of fragmented demands reduces _____.

- A. Financial Risks
- B. Operational Risks
- C. Market Risks
- D. None of these

46.Which of the following risks are reduced due to consolidation of fragmented demands.

- A. Financial Risks
- B. Operational Risks
- C. Market Risks
- D. None of these

47.A major cause for poor performance is poor _____.

- A. Service
- B. Design
- C. Analysis
- D. None of these.

48.Value to customers is realized in the _____ phase of the life cycle when actual demand for services arrives.

- A. Service Operation
- B. Service Transition
- C. Service Design
- D. None of these

49.Which of the following are the characteristics of capacity.

- A. Scalability
- B. Dependencies
- C. Overloaded Assets
- D. All the above

50. In Agency model in service management principals employ or hire _____ to act on their behalf towards some specific objectives.

- A. Agents
- B. Managers
- C. Supervisors
- D. Customers

51. _____ hides what is not the customer's concern and exposes as a service what is useful and usable to them.

- A. Operation
- B. Encapsulation
- C. Transition
- D. None of these.

Unit-II Service Design, Service Design Processes, Challenges, Critical Success factors and risks.

1) Service Design is one of the phases of _____.

- A. Service Management Life Cycle
- B. Software Development Life Cycle
- C. Service Strategy Life Cycle
- D. None of these

2) Which of the following is/are individual aspects of service design.

- A. New or changed Services
- B. Service management systems and tools especially the service portfolio including the service catalogue.
- C. The Process Required
- D. All the above

3) What is the objective of Service Design?

- A. The objective of Service Design is to design IT Services so effectively that minimal improvement during their lifetime will be required.
- B. The objective of Service Design is to ensure all designs are aligned to financial and governance constraints, and they meet all the statutory requirements detailed by the companies legislative restrictions
- C. The objective of Service Design should be to take an holistic, IT-based view of all designs, to ensure the service not only meets the IT requirements, but also provides the required ROI (Return on Investment)

- D. The objective of Service Design is to design, build, test, deploy and support services in accordance with legislative and corporate constraints, and ensure the services are fit for use and supportable in the future

4) Which of the following is not the objective of service design?

- A) Turn strategic goals into services and service portfolios.
- B) Verify new services have funding
- C) Take holistic approach to designing services
- D) Ensure standards are used when designing services and processes.

5) Which service design process includes the planning and reporting of SLAs and the review of service achievements?

- A) Service Level Management
- B) Operational Level Agreement
- C) Service Level Agreement
- D) Service Catalogue

6) What are the benefits of good service design.

- A) Reduced Total Cost of Ownership (TCO)
- B) Improved quality of service
- C) Easier implementation of new or changed services
- D) All the above

7) Which of the following are the processes within service design?

- A) Service Catalogue Management
- B) Service Level Management
- C) Capacity Management
- D) All the above

8) Which of the following is not the processes within service design?

- A) Customer Relationship Management
- B) Service Catalogue Management
- C) Service Level Management

D) Capacity Management

9) What is/are the various aspects to be considered for service design?

- A) Business Process
- B) Service
- C) Infrastructure
- D) All the above

10) Which of the following is not one of the aspects of service design.

- A) Business Process
- B) Service
- C) Infrastructure
- D) Customer Support

11) Which of the following is any external third parties necessary to provide third- and fourth- line support for any of the components required to provide the service, e.g. networks, hardware, software.

- A) Customer
- B) Agent
- C) Supplier
- D) None of these

12) The _____ of the service to meet future requirements, in support of the long-term business objectives.

- A) Scalability
- B) Maintainability
- C) Reliability
- D) Productivity

13) Which of the following areas need to be considered while designing a service.

- A. Analyse the agreed business requirements
- B. Review the existing IT services and infrastructure and produce alternative service solutions, with a view to re-using or exploiting existing components and

services wherever possible.

- C. Both A and B
- D. None of these

14) Which of the following should contain information relating to every service and its current status within the organization

- A. Design Document
- B. Service Portfolio
- C. Contract Portfolio
- D. None of these

15) Which of the following options of status within the Service Portfolio should include?

- A. Requirements
- B. Defined
- C. Approved
- D. All the above

16) SLA Stands for what?

- A. Service Level Assessment
- B. Service Level Agreement
- C. Software Level Agreement
- D. None of these

17) Which of the following is a strategy and an approach to enable IT components to be linked to the goals of the business.

- A. Capacity Management
- B. Availability Management
- C. Business Service Management
- D. IT Service Management

18) What is the purpose of the service catalogue management?

- A. The purpose of Service Catalogue Management is to provide a single source of consistent information on all of the agreed services, and ensure that it is widely available to those who are approved to access it.
- B. To maintain the information of service processes.
- C. Both A & B
- D. None of these

19) Which of the following thing is/ are included in service catalogue management?

- A. Definition of the service
- B. Production and maintenance of an accurate Service Catalogue
- C. Interfaces, dependencies and consistency between the

Service Catalogue and Service Portfolio.

D.All the above

20) Service Catalogue has which two aspects.

- A. Business Service Catalogue and Technical Service Catalogue.
- B. IT support catalogue and service level agreement
- C. Capacity Management and Maintainability Management
- D. None of these

21) _____ contains details of all the IT services delivered to the customer, together with relationships to the supporting services, shared services, components necessary to support the provision of the service to the business.

- A. Business Service Catalogue
- B. Technical service catalogue
- C. Both A and B
- D. None of these

22) _____ 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.

- A. IT service management
- B. Capacity Management
- C. Availability management
- D. Reliability Management

23)The goal of the _____ process is to ensure that the level of service availability delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost-effective manner.

- A. Availability Management
- B. Capacity Management
- C. IT service management
- D. None of these

24)Some of the major risks associated with Capacity Management include what?

- A. A lack of commitment from the business to the Capacity Management process
- B. A lack of appropriate information from the business on future plans and strategies
- C. A lack of senior management commitment or a lack of resources and/or budget for the Capacity Management Process

C. All the above

25) Which of the following is/are the objectives of availability management?

- A. Produce and maintain an appropriate and up-to-date Availability Plan that reflects the current and future needs of the business
- B. Provide advice and guidance to all other areas of the business and IT on all availability-related issues
- C. Both A & B
- D. None of these

26) The Sources of information for availability management are

- A. Business Information
- B. Service Information
- C. Both A and B
- D. None of these

27) Which of the following are Management of Risk (M_O_R) activity steps.

- A. Identify, Assess, Plan, Implement
- B. Identify, Design, Implement, Perform
- C. Analyse, Design, Implement, Maintain
- D. None of these

28) The _____ process ensures that suppliers and the services they provide are managed to support IT service targets and business expectations.

- A. Supplier Management
- B. Capacity Management
- C. Availability Management
- D. Capacity Management

29) Who is responsible for ensuring the process fits the desired purpose.

- A. Process Owner
- B. Service Owner
- C. Process Manager
- D. Internal Service Provider

Ans- A) Process Owner

30) Which of the following is not a category of Service Portfolio?

- A. Retired Services
- B. Service Pipeline
- C. Service Catalogue
- D. Service Requirements.

31) Fit to use is related to _____ and fit to purpose is related to _____.

- A. Service Warranty, Service Utility
- B. Service Utility, Service Warranty
- C. Service Utility, Service Value
- D. Service Value , Service Utility

32) SLM stands for what?

- A. Service Link Management
- B. Service Local Management
- C. Service Level Management
- D. None of these

33) Which of the following is not one of the phases of Service Management Life Cycle?

- A. Service Design
- B. Service Transition
- C. Service Operation
- D. Service Requirement

34.How many phases are there in service management Life cycle?

- A. 3
- B. 4
- C. 5
- D. 7

35.Service Management as a practice is about preparing and planning the effective and efficient use of the four Ps:that are

- A. People, Product ,Partner, Processes
- B. Product, Plan ,Partner, Process
- C. Pattern, Product, Plan Processes
- D. Partner, Plan, Patter, Process

36.UAT stands for_____

- A. User Acceptance Testing
- B. Utility Acceptance Testing
- C. Usability Acceptance Testing
- D. None of these

37. Which of the following are aspects of service design?

- A. New or changed services
- B. Service Management systems and tools, especially the
- C. Service Portfolio, including the Service Catalogue
- D. All the above

38. Which of the following are the contents of service portfolio
- A. Service name
 - B. Service description
 - C. Service status
 - D. All the above
39. Which of the following is not included in service portfolio?
- A. Service name
 - B. Service description
 - C. Service Requirements
 - D. Service status
40. A collection of components organized to accomplish a specific function or set of functions' is called
- A. System
 - B. Software
 - C. Service
 - D. Subsystem

Unit -III Service Transition, Service Transition Processes, Challenges, Critical Success factors and risks.

1. Which of the following is NOT a purpose of Service Transition?
- A. To ensure that a service can be managed, operated and supported
 - B. To provide training and certification in project management
 - C. To provide quality knowledge of Change, Release and Deployment Management
 - D. To plan and manage the capacity and resource requirements to manage a release
2. Adding new features and services is _____ type of change.
- A. Standard change
 - B. Normal change
 - C. Emergency change
 - D. Quick Change
3. Service Transition contains detailed descriptions of which processes?
- A. Change Management, Service Asset and Configuration Management, Release and Deployment Management
 - B. Change Management, Capacity Management Event Management, Service Request Management

- C. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management
- D. Service Asset and Configuration Management, Release and Deployment Management, Request Fulfillment

4. A role, person or a group of people that provides formal authorization for a particular type of change.

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

4. Arrange phases of change management life cycle 1. Impact analysis 2. Request for change 3. Approve/Deny 4. Reviewing report 5. Implement change

- A. 1,3,4,2,5
- B. 2,1,3,5,4
- C. 1,5,2,3,4
- D. 1,4,2,3,5

5. Which process is related to service V model?

- A. Release management
- B. service transition
- C. Service validation and testing
- D. Knowledge management

6. The 4 spheres of knowledge management are:

- A. Data, facts, knowledge, wisdom
- B. deas, facts knowledge, wisdom
- C. Data, information, facts, wisdom
- D. Data, information, knowledge, wisdom

7. Which activity in Service Asset & Configuration Management would help to ascertain which Configuration Items conform to that which exists in the physical environment?

- A. control
- B. Verification and audit
- C. Identification
- D. Status accounting

8. After a Change has been implemented, an evaluation is performed. What is this evaluation called?

- A. Forward Schedule of Changes (FSC)
- B. Post Implementation Review (PIR)
- C. Service Improvement Programme (SIP)
- D. Service Level Requirement (SLR)

9. Which of the following is not change type?
- A. Standard change
 - B. Normal change
 - C. Quick change
 - D. Emergency change
10. Which process is responsible for maintaining the DML?
- A. Release and Deployment Management
 - B. Service Asset and Configuration Management
 - C. Service validation and testing
 - D. Change Management
11. Which process or function is responsible for communicating the forward schedule of changes to the users?
- A. Change Management
 - B. Service Desk
 - C. Release and Deployment Management
 - D. Service Level Management
12. The main objective of Change Management is to?
- A. Ensure that any changes are approved and recorded
 - B. Ensure that standardized methods and procedures are used for controlled handling of all changes
 - C. Ensure that any change requests are managed through the CAB
 - D. Ensure that the CAB takes responsibility for all change implementation
13. Which process would you most expect to be involved in management of underpinning contracts
- A. Change management
 - B. Service catalogue management
 - C. Supplier management
 - D. Release and deployment management
14. Which of the following is not objective of request fulfillment?
- A. To provide information to user about what services are available and how to request them
 - B. To update service catalogue
 - C. To provide channel for user to request and receive service
 - D. To source and deliver component
15. Which process has following objective 'produce service design packages based on service charters and change request
- A. Service transition planning support
 - B. Design coordination
 - C. service level management
 - D. Change Management

16. Who is authorized to handle Emergency changes?

- A. Change manager
- B. Change advisory board(CAB)
- C. Emergency change advisory board
- D. Configuration manager

17. Which of the following is not a Release and deployment approach?

- A. Big bang
- B. Push
- C. Pull
- D. Emergency change

18. 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 solve problems related to service in live environment

- A. 1 and 2
- B. 1, 2 and 3
- C. 2 and 3
- D. All

19. Which of the following is the correct definition of the service catalog?

- A. A document that describes the IT service, service level targets, and responsibilities of the IT service provider and the customer
- B. The complete set of services managed by a service provider, used to manage the entire lifecycle of all services
- C. A database or document with information about all live IT services
- D. Justification for a particular item of expenditure, including information about costs, benefits, options, and risks

20. Which of the following is included in a service catalog? 1. Customer-facing services 2. Strategic services 3. Supported services 4. Retired services

- A. 1 and 2
- B. 1, 2, 3 & 4
- C. 1 and 3
- D. 2 and 3

21. Which of these statements is the best description of the purpose of the service transition life cycle stage?

- A. Ensure services agreed on and designed in strategy and design are delivered effectively into operation
- B. Ensure services are designed to meet business expectations
- C. Ensure services are operated according to service level agreements
- D. Ensure services are measured and improved according to improvement guidelines.

22. Which of these statements best reflects the purpose of change management?

- A. To deliver successful projects to operations
- B. To provide controlled change
- C. To provide success strategies for the business

D. To deliver an accurate configuration management system

23. Which of these is part of the scope of IT change management?

- A. Business strategic change
- B. Minor operational changes
- C. IT service changes
- D. Project changes

24. Which of these is the best description of the purpose of transition planning and support process?

- A. To provide overall planning and coordination of resources for service transition
- B. To provide coordination for all change management activities
- C. To provide planning for all designs in the service lifecycle
- D. To provide planning for operational activities during release management

25. Which lifecycle phase is focused on the period between Service Design and Service Operation?

- A. Service Transition
- B. Change management
- C. service validation and testing
- D. Knowledge management

26. Which is a benefit of a Knowledge Management System?

- A. A Configuration Management Database:
- B. Having all users use the system
- C. wisdom
- D. organizational growth and maturity

27. Configuration Management activities include all of the following except:

- A. Is created by Problem Management
- B. Is used by Problem Management
- C. Stores configuration items (CIs)
- D. Also referred to as the Known Error Database

28. Which of the following changes are preapproved and does not require RFC's?

- A. Standard change
- B. Normal change
- C. Emergency change
- D. VIP changes

29. Raised, reason, return, risks, resources, responsible, and relationship are commonly referred to as:

- A. 7 Rs of Change Management
- B. 7 Rs of Service Improvement
- C. Seven Rs of Configuration Management
- D. 5 Rs short of a dozen

30. The underlying concept behind Service Validation and Testing is:

- A. Release efficiency
 - B. Quality assurance
 - C. Business impact
 - D. Requirement tracability
31. Knowledge Management is usually displayed within the _____ structure or model:
- A. RACI
 - B. SKDB
 - C. CMDB
 - D. DIKW
32. Which of the following is not sub process 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
- A. 1
 - B. 2
 - C. 3
 - D. 4
33. Which are 4 layers of SKSM 1. Data and information layer 2. Information integration layer 3. Knowledge processing 4. Presentation layer
- A. 1 and 2
 - B. 1,2,3,4
 - C. 1,2 and 4
 - D. 1,2 and 3
34. Who is responsible for service planning and support?
- A. Project manager
 - B. Change manager
 - C. Transition manager
 - D. change advisory board
35. Which are the properties of service V model 1. Service requirement of service package 2. provide service validation and testing framework 3. Provide points along with path used as checkpoints 4. validates service packages and offers contracts
- A. 1 and 3
 - B. 1,2 and 3
 - C. 2 and 4
 - D. All
36. 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
- A. 1 and 2
 - B. 1 and 4
 - C. 1,2,3 and 4

D. 1,2 and 4

37. Which of followings are types of releases 1. Minor release 2. Major release 3. Emergency release 4. moderate release

- A. 1 and 2
- B. 1,2 and 3
- C. 1,2 and 4
- D. All

38. 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

- A. 1
- B. 2
- C. 3
- D. 4

39. Which is not physical asset?

- A. Property
- B. Plant
- C. Equipment
- D. Bitcoins

40. Release policy depends on

- A. Urgency and impact
- B. Demand and change
- C. release unit and work ordertype of change and impact
- D. Urgency and impact

41. CMDB

- A. tracks inter relationship between all configuration items
- B. Stores changes
- C. keeps the track of release and deployment
- D. Stores data related to asset management

Unit - IV Service Operation, Service Operation Processes , Challenges, Critical Success factors and risks.

1. _____ focuses on the way in which IT components and systems are managed to deliver the services

- A. Internal IT View
- B. External IT View
- C. Group
- D. Department

2. An extremely _____ organization cannot support the business strategy
 - A. Responsive
 - B. Stable
 - C. Reactive
 - D. Proactive

3. _____ have a hierarchical reporting structure with managers who are usually responsible for the execution of the activities
 - A. Groups
 - B. Teams
 - C. Functions
 - D. Departments

4. The Operations meeting is usually chaired by the _____ or a senior Operations Manager
 - A. Availability Manager
 - B. IT Operations Manager
 - C. IT Service Conitunity Manager
 - D. DCapacity Manager

5. The purpose of _____ is to communicate effectively to a group of people about a common set of objectives or activities.
 - A. Meetings
 - B. Notices
 - C. Document-sharing utilities.
 - D. Pagers

6. _____ is dependent on the ability to prevent incidents and problems by investing in reliable and maintainable infrastructure.
 - A. Review Meetings
 - B. Organizational Health
 - C. Customer Meetings
 - D. Operational Health

7. The first part of the meeting will cover aspects that apply to the _____ as a whole.
 - A. Organization
 - B. Department
 - C. Local Region
 - D. Minor Groups

8. _____ will enable the system to determine the significance of each event and also to determine whether there is any predefined response to that event.
 - A. Diagnostic tools
 - B. Resilience
 - C. Correlation engine
 - D. Built-in monitoring utilities

9. Too much focus on cost will result in delivering _____ IT services.
- A. High Standard
 - B. Reactive
 - C. Proactive
 - D. Substandard
10. _____ agrees to required changes before determining what it will take to deliver them.
- A. Internal IT View
 - B. Responsiveness
 - C. Stability
 - D. External IT View
11. Long term incremental improvement is based on evaluating performance and _____
- A. Output of processes & functions
 - B. Availability of resources
 - C. Throughput
 - D. Efficiency of Service
12. The _____ describes best practice for managing services in supported environment.
- A. Service Transition
 - B. Service Strategy
 - C. "Service Operation"
 - D. CSI
13. The objective of _____ is to make sure all configuration items or services are monitored constantly.
- A. Event Management
 - B. Incident Management
 - C. Request Fulfillment
 - D. Access Management
14. _____ deals with granting rights to authorized user to use the service
- A. Event Management
 - B. Incident Management
 - C. Request Fulfilment
 - D. Access Management
15. The _____ function of service operation is responsible for managing
- A. IT Operation Management
 - B. Technical Management
 - C. Facilities Management
 - D. Application Management
16. organization's day-to-day operational activities to manage the IT infrastructure.
- A. Event Management

- B. Problem Management
- C. Request Fulfillment
- D. Incident Management

17. The _____ process of service operation deals with finding root cause of the problem.

- A. Facilities Management
- B. Application Management
- C. Technical Management
- D. IT operation Management

18. The _____ function of service operation plays important role in the

- A. Service desk
- B. Application Management
- C. Technical Management
- D. IT operation Management

19. design,testing, release and improvement of IT services

- A. Service desk
- B. Technical Management
- C. Facilities Management
- D. Application Management

20. The _____ function of service operation coordinates activities between end user & the IT service provider team

- A. Event Management
- B. Request Fulfillment
- C. Incident Management
- D. Access Management

21. The _____ function of service operation refers to the management of the physical IT environment.

- A. Incident Management
- B. Problem Management
- C. Event Management
- D. Access Management

22. The _____ process deals with handling requests such as change password, create new user etc.

- A. Event Management

- B. Request Fulfillment
- C. Problem Management
- D. Incident Management

23. 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.
- A. "A server's memory utilization reaches within 5% of
 - B. its highest acceptable performance level"
 - C. a user attempts to log on to an application with the incorrect password
 - D. notification that a scheduled workload has completed an e-mail has reached its intended recipient

24. What concentrates on restoring the service to users as quickly as possible, in order to minimize business impact.

- A. Event Management
- B. Incident Management
- C. Request Fulfillment
- D. Access Management

Ans- A Event Management

25. Event that signify unusual, but not exceptional, operation

- A. Event Management
- B. Incident Management
- C. Request Fulfillment
- D. Access Management

Ans- D Access Management

26. Which of the following is NOT a category of significance of events

- A. Informational
- B. Warning
- C. Exception
- D. Correlation

27. What step is included after the incident logging process?

- A. incident categorization
- B. incident prioritization
- C. initial diagnosis
- D. incident categorization

28. A good Service Desk is key to successful _____ Management

- A. Event
- B. Incident
- C. Problem
- D. Access

29. Problem Management, which is generally executed as part of Service Operation is called _____ process

- A. Release

- B. Proactive
 - C. Reactive
 - D. Inter
30. A method of documenting causes and effects which can be useful in helping identify where something may be going wrong, or be improved
- A. Chronological Analysis
 - B. Brainstorming
 - C. Ishikawa Diagrams
 - D. Pareto Analysis
31. CMS stands for
- A. Change management systems
 - B. Confidentiality management system
 - C. Control management system
 - D. Configuration management system
32. _____ refers to the information about them that distinguishes them as an individual and which verifies their status within the organization
- A. Identity
 - B. Access
 - C. Rights
 - D. Services
33. The situation where the user will probably use the same set of services, but will need access to different levels of functionality or data.
- A. Job changes
 - B. Promotions or demotions
 - C. Transfers.
 - D. Retirement.
34. _____ 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.
- A. Service Capacity Management
 - B. Business Capacity Management
 - C. Component Capacity Management
 - D. Strategic business management
35. CSI register record
- A. all opportunities for improvement
 - B. change related information
 - C. Assets
 - D. Infrastructure

36. Who is responsible for periodic evaluation of processes to identify areas in which target process metrics are not meet
- A. process measurement
 - B. process implementation
 - C. process evaluation
 - D. process analysis
37. _____ process is used to access processes against standard maintained by comparable organizations
- A. Maturity assessment
 - B. Process benchmarking
 - C. process control
 - D. process audit
38. Who is coordinating between user and service provider
- A. Service desk
 - B. Technical management
 - C. Operational manager
 - D. CSI manager
39. To find root cause of problem and solve problem as early as possible is
- A. proactive problem management
 - B. Problem detection
 - C. problem categorization
 - D. Reactive problem management
40. Known errors are stored in
- A. KEDB
 - B. CMDB
 - C. catalogs
 - D. agreements
41. Which of the following is not type of event
- A. INFO
 - B. WARN/ALERT
 - C. ERROR
 - D. CLOSURE
42. Operational health of service depends on
- A. ability by investing reliable and sustainable infrastructure to prevent from incidents
 - B. Routine operational communication
 - C. coordination with operation manager
 - D. service desk
43. User can not communicate via
- A. Email

- B. Chat
- C. SMS
- D. letter

44. Operational meetings are conducted on day or week basis between

- A. IT operational manager and change manager
- B. IT operational manager and customer
- C. IT operational manager and team
- D. Change manger and user

45. To repair customer relationship_____meetings are conducted

- A. Department meeting
- B. Customer meeting
- C. Operational meeting
- D. Group meeting

46. The objective of event management is

- A. To handle queries
- B. To provide Configuration items
- C. To ensure constant monitoring of configuration items
- D. To deliver changes

47. To determine priority,category and severity of event is

- A. 2 level correlation
- B. 1 level correlation
- C. 3level correlation
- D. 4 level correlation

48. Incident prioritization prioritizes

- A. Diagnosis of event
- B. better utilization of resources
- C. incidence recovery
- D. incident closure

49. Who is responsible for operation of service

- A. Service provider
- B. Service change manager
- C. Incident manager
- D. service operational manager

50. Sometimes people object to new things and hesitate to accept them is called

- A. loss of key
- B. lack of management
- C. change resistance
- D. service loss

51. Provide access to user once user has been verified is called

- A. verification
- B. provide rights
- C. monitoring

D. requesting

52. The objective of problem management is

- A. applying changes
- B. providing assets
- C. finding errors
- D. Find root cause of problem