Answer Key for Exam Paper: ITILv3FoundationSample3_ANSWERS_v3.0.doc

Q	A	Syllabus Ref		Q	A	Syllabus Ref	
1	C	04-06		21	A	04-10	
2	C	06-02		22	A	07-02	
3	A	03-27		23	A	05-09	
4	C	05-05		24	C	07-02	
5	A	07-01		25	B	05-06	
6	B	06-02		26	D	08-01	
7	A	05-02		27	D	04-08	
8	D	04-10		28	B	03-24	
9	C	05-07		29	D	05-07	
10	A	05-08		30	B	05-06	
11	D	05-04		31	A	02-08	
12	D	04-04		32	C	01-01	
13	C	01-06		33	C	08-02	
14	A	02-02		34	A	02-01	
15	A	04-05		35	B	05-03	
16	A	04-04		36	A	02-08	
17	D	02-10		37	B	03-28	
18	C	06-01		38	B	01-04	
19	C	05-05		39	C	04-09	
20	C	04-10		40	A	05-04	

Q	A	Syllabus	Page ref	Rationale
1	C	04-06	ST 92	"Figure 4.21 Service V-model to represent configuration levels and testing"
2	C	06-02	SO 121-122	a) and d) are from the bulleted list in SO 6.3.2 b) is a summary of the central paragraphs of 6.3.1 c) is the responsibility of Service Level Management
3	A	03-27	SO 50	"Prioritization can normally be determined by taking into account both the urgency of the incident (how quickly the business needs a resolution) and the level of impact it is causing"
4	C	05-05	ST 60	"Emergency change authorization… Where CAB approval is required, this will be provided by the Emergency CAB (ECAB)"
5	A	07-01	CSI 134	"The Service Owner is responsible for continual Improvement…"
6	B	06-02	SO 126	"Operations Control, which oversees the execution and monitoring of the operational activities…"
7	A	05-02	SS 131	This relationship is described in SS 5.5.3, "Business activities drive demand for services…"
8	D	04-10	CSI 30	"…establish baselines as markers or starting points for later comparison…"
9	C	05-07	SO 46	Under the heading "4.2.1 Purpose/goal/objective" it says "'Normal Service Operation' is defined here as service operation within SLA limits."
10	A	05-08	SO 36	SO 4.1.1 states the Purpose/goal/objective of Event Management as "The ability to detect events, make sense of them and determine the appropriate control action"
11	D	05-04	SD 97	The primary goal of the Availability Management 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"
12	D	04-04	SD 30	The first entry in the bulleted list under "3.6 Design Aspects" says "Service solutions, including all of the functional Requirements…"
13	C	01-06	SS 26	This is the bulleted list from SS 2.6.2 "Processes have the following characteristics:"
14	A	02-02		Titles of the core books can be found in many places, and do not include Service Optimization (should be Continual Service Improvement)
15	A	04-05	SD 51	Table 3-1, last row "Knowledge Outsourcing (KPO) – The newest form of outsourcing"
16	A	04-04	SD 34	This is illustrated in "Figure 3.7 The Service Portfolio and its contents"
17	D	02-10	CSI 14	This is a summary of the first paragraph of CSI 2.4.1
18	C	06-01	SO 111	"This is where a desk is co-located within or physically close to the user community it serves"
19	C	05-05	ST 48 ST 50 ST 60	"4.2.4.5 Standard changes (pre-authorized)" "4.2.6.1 Normal Change Procedure", and many other references to "normal changes" "4.2.6.9 Emergency Changes" The term urgent change does not appear in the book
20	C	04-10	CSI 45	"The three types of metric are…" is followed by three bullets, starting "Technology Metrics –", "Process Metrics –", "Service Metrics –"
21	A	04-10	CSI 30	This is the bulleted list under heading "3.7.1 Value to business"
22	A	07-02	CSI 137	"…often used within organizations indicating roles and responsibilities in relation to processes and activities"

Q	A	Syllabus	Page ref	Rationale
23	A	05-09	CSI 32	The correct sequence is shown in "Figure 3.4 The 7-Step Improvement Process"
24	C	07-02	CSI 137	"…there is only one person accountable for an activity, although several people may be responsible for executing parts of the activity"
25	B	05-06	ST 66	"Configuration Management delivers a model of the services, assets and the infrastructure by recording the relationships between configuration items as shown in Figure 4.7"
26	D	08-01	SD 205	The correct order is shown in "Figure 7.1 Service Management tool evaluation process"
27	D	04-08	CSI 29	"The four key stages of the cycle are Plan, Do, Check and Act,"
28	B	03-24	SO 35	"An event can be defined as any … occurrence that has significance for the management of the IT Infrastructure or the delivery of IT service"
29	D	05-07	SO 46	The primary goal of the Incident Management process includes "… and minimize the adverse impact on business operations"
30	B	05-06	ST 86-87	The list is the sub-headings of ST 4.4.4.2
31	A	05-08	SO 45	Each of these processes is clearly called out in the syllabus, in sections 05-07 and 05-08
32	C	01-01	SS 7	First paragraph on the page says "There are several sources for good practices including public frameworks, standards, and the proprietary knowledge of organizations and individuals"
33	C	08-02	SD 201	This is the bulleted list just under heading 7.1
34	A	05-05	SS 8	"Guidance is provided on …developing service management policies" and "Organizations use the guidance to set objectives"
35	B	05-03	SD 194	A, C and D are in the bulleted list under the heading "6.4.6 Service Level Manager". The Service Catalogue Manager is responsible for ensuring that "all operational services … are recorded within the service catalogue". There is no requirement to record non-operational services in the service catalogue.
36	A	02-08	SO 13	b) c) and d) are a summary of the two paragraphs in SO 2.4.1 a) is part of Service Transition
37	B	03-28	SO 55 - 56	"…their scale and frequent, low-risk nature means that they are better handled by a separate process". A change to an application is not normally frequent, small scale, and low risk. All the other examples are common types of Service Request. Answer D may look correct, but SO section 4.3.5.1 specifically says that Service Requests can use automatic fulfilment from web based menus.
38	B	01-04	SS 19	"A process … creates value for an external customer or stakeholder"
39	C	04-09	CSI 15	The correct steps are shown in "Figure 2.3 Continual Service Improvement model"
40	A	05-04	SD 312	Definition of a Supplier is "…A Third Party responsible for supplying goods or Services…". An internal organisation is not a Third Party