



ITIL Foundation Examination

Sample Paper D

Answers and rationale

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Q	A	Syllabus Ref	Book Ref	Rationale
1	C	FND01-1	SS 2.1.7 Best practice in the public domain, Figure 2.3, Sources of service management best practice	Standards are a <u>source</u> of best practice. Technologies (answer B), suppliers (answer A) and advisers (answer D) are all <u>enablers</u> of best practice.
2	A	FND01-3	SS 2.1.1 Services "Definitions"	This is the ITIL book definition where value is delivered to facilitate outcomes without ownership of costs and risks. The incorrect answers are themed around this but incorrect in terms of their order and/ or goals.
3	B	FND01-4	SS 3.2.1.2 Internal and external customers	The fact that the customer belongs to a different organization to the service provider makes them an external customer. Internal customers (answer D) belong to the same organization as the service provider. Strategic and valued customers (answers A and C) may, or may not, belong to other organizations.
4	A	FND01-10	SS 2.2.2 Processes Figure 2.5	The process must have an owner to ensure it is followed, a policy to guide its activities and the detailed activities themselves. In answer B, the 'service owner' pertains to the service as a whole, not that particular process. Also an SLA is not required for every process. In answer C, a process does not necessitate an OLA in every instance. In answer D, again 'service manager' and 'service contract' do not pertain to that particular process. Only the work instructions might be documented.
5	D	FND02-5	SD 1.1.1 Purpose and objective of service design, 1.1.2 Scope	Service design oversees the design of new or changed services. It results in high volumes of successful change as well as ensuring that new or changed services are maintainable and cost-effective. The other three options would only be involved <u>at some point in the design process</u> : Design may be carried out as part of change management (answer A), would receive input from service strategy (Answer C) and would provide output to service transition (answer B).
6	B	FND02-7	ST 1.1.1 Purpose and objective of service transition,	Answer B relates to service design, not service transition, so this is the correct answer. Answers A, C and D indeed relate to service transition objectives and what needs to happen during the service transition lifecycle stage.

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7	A	FND02-9	SO 1.1.1 Purpose and objectives of service operation	Only option 1 is a purpose of service operation. Service operation manages the services at agreed levels through its processes and functions. Option 2 is a purpose of <u>service transition</u> .
8	A	FND03-6	SS 3.6.1.1 Business case	A business case will contain costs, benefits and risks that will allow an organization to make an informed decision on the viability of an action. Answer B describes a briefcase! Answer C describes a concern which may be raised in a service review meeting. Answer D describes something that might be assessed in a business case but not the case itself.
9	C	FND03-17	ST 4.3.4.2 Basic concepts - <i>service assets, configuration items, configuration records, the CMS and the SKMS</i>	Both statements are true. A CI may be part of another CI e.g. a monitor may be a CI and part of a PC configuration item. The second statement is also true. For example, the level of detail an organization chooses to record about its hardware may be dictated by the level of control required by industry regulation.
10	D	FND03-15	SD 4.4.4.3 Aspects of availability	This is the ITIL book definition. Answer A describes an element of maintainability. Answer B is serviceability. Answer C just focuses on the service desk and technology, <u>not services</u> .
11	D	FND03-19	ST 4.3.4.4 Asset management	The Definitive Media Library (DML) is the secure logical library in which the definitive authorized versions of all media CIs are stored and protected. It is the responsibility of service asset and configuration management. The other three answers may involve the DML but are not responsible for it: Facilities management (answer A) may be responsible for a fire safe allowing the physical store of the actual media; Access management (answer B) may be involved in granting rights to use the DML; Request fulfilment (answer C) might be the route to accessing the components in the DML for users and customers.
12	C	FND03-29	SO 4.4 Problem management	This is the ITIL book definition.
13	A	FND03-38	CSI 3.4 CSI Register	The CSI register contains all improvement opportunities to be considered. The known error database (answer B), as indicated by the name, contains known errors. The capacity management information system (answer C) contains the business, service and component data to allow the capacity management process to function. The CMDB (answer D) contains CI information.

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14	B	FND04-02	SS 3.2.3 Value, 3.2.3.1 Creating value, Figure 3.6 Components of value	Business policies are not a defined area of value. Value is defined by customer preferences (answer A) i.e. what they want, customer perceptions (answer C) i.e. if they think it is valuable, and by delivering on outcomes (answer D) i.e. it enables them to complete their task.
15	A	FND04-03	SD 3.1.5 Comprehensive and integrated service design, Figure 3.3 The four P's	Answer A is correct. The balance of service design is achieved through the balance of people, process, products and partners.
16	A	FND04-10	CS 5.5 Metrics	Technology metrics are one of the three categories used by CSI. Components are measured by them. The other two categories are process (answer B) and service (answer C), but these are not used to measure components. Customer satisfaction doesn't fit into any of the three.
17	C	FND04-9	CSI 3.1 Figure 3.1 Continual service improvement approach	The final stage of the process is 'How do we keep the momentum going?', as defined in the CSI approach.
18	C	FND04-10	CSI 5.5 Metrics	Service metrics measure elements which cover the total end-to-end service. The performance of a function (answer A) might be measured through compliance to a process or other process success metrics. Maturity (answer B) is a process metric. Infrastructure availability (answer D) is a technology metric.
19	D	FND05-31	SD 4.3.5.5 Producing service reports	The SLAM chart shows progress against service targets, in a simple, pictorial form. An OLA (answer A) details internal operational targets and an SLA (answer C) details service targets. Neither of these documents compare them with progress. A capacity plan (answer B) shows the future needs and plans for capacity within the organization.
20	B	FND05-31	SD 4.3.5.2 Determining, documenting and agreeing requirements for new services and producing SLRs	Service level requirements (SLR) describe the customer's actual needs for the service, which can be verified by the service provider and perhaps amended by negotiation before arriving at a signed SLA. An OLA (answer A) details the internal supporting targets for the SLA. The service catalogue (answer C) would be used as the basis to start the discussion of service level requirements. The CMDB (answer D) is not used as part of this process.

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21	A	FND05-51	ST 4.2.4.8 Remediation planning	<p>The remediation plan allows the service provider to recover a service or have an alternative should a change fail. It must be evaluated BEFORE the change is approved.</p> <p>After the change has failed (answer B) is a bad time to find out you cannot do anything about it! Answers C and D are equally poor from a timing perspective, being AFTER the change has taken place.</p>
22	C	FND05-51	ST 4.2.5.10 Change advisory board, CAB meetings	<p>The PSO and change schedule are effectively the customer and service provider view of changes taking place. They may be updated as a result of CAB decisions.</p> <p>The SLA, service pipeline and service catalogue are not within the CAB remit to change.</p>
23	A	FND05-71	SO 4.2.5.3 Incident categorization	<p>The reason we categorize anything (incidents included) is to make management easier. Spotting recurring incidents by category will facilitate the identification of problems.</p> <p>Simply categorizing an incident does not make it certain that the SLA will not be breached (answer B). The partitioning of the incident management database (answer C) is not a consideration when deciding on incident categories.</p> <p>Categorization could, in some circumstances, be used to decide if a user can log an incident (answer D) but the question asks for the BEST reason.</p>
24	B	FND05-71	SO 4.2.4.2 Incident models	<p>Only statement 2 is true. The incident model tells us how to deal with the type of incident and this would be described in chronological order.</p> <p>Statement 1 is impractical as multiple SLA targets and the reliability of the service are not directly related to the pre-defined steps to handle the incident process in an agreed way.</p>
25	B	FND05-72	SO 4.4.1.2 Problem management objectives	<p>This is an objective of problem management</p>
26	A	FND05-72	SO 4.4.2 Problem management scope	<p>Problem management shares categorization and impact codes with incident management. This makes matching incidents to problems and known errors a much easier task.</p> <p>Problem management will make use of the CMDB (answer B) in its process but not share categories with Service asset and configuration management. Capacity management (answer C) will share data with problem management but not codes / categories. ITSCM (answer D) might share information for risk assessment (including impact codes) with problem management but it is highly unlikely that they will share categories.</p>
27	B	FND05-22	SS 4.3.1 Purpose and objectives	<p>Budgeting involves predicting how much income the organization will receive and how much it will spend.</p> <p>Options A & D are directly related to charging, and option C covers accounting.</p>

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28	B	FND05-41	SD 4.2.1 Purpose and objectives	The service catalogue will record current details of live (soon to be implemented) services, including their interfaces and dependencies. Service level management (answer A) uses the catalogue to understand the dependencies. Demand management (answer C) and service transition (answer D) will use the catalogue but does not record details in it.
29	A	FND05-45	SD 4.5.4.3 Capacity management sub-processes	These are the three sub-processes of capacity management.
30	C	FND05-47	SD 4.1.2 Design coordination scope	Design coordination is responsible for addressing the requirements of both utility (fitness for purpose) and warranty (fitness for use). Availability (answer A) and capacity (answer B) are both concerned with warranty only. Release and deployment (answer D) is a service transition, not design process.
31	B	FND05-61	ST 4.4.5 Release and deployment management , Process activities, methods and techniques	'Build and test' is the second phase of the release and deployment process. The other processes have only minor involvement in testing.
32	C	FND05-62	ST 4.7.4.2 Data-to-information-to-knowledge-to-wisdom	Knowledge is a collection of experience and ideas and is the element required to understand <u>how</u> an activity should be performed. Data (answer A) becomes more valuable once it is processed into information (answer B). This information becomes the basis for knowledge. Governance (Answer D) concerns policy and control and is not part of knowledge management.
33	A	FND05-64	ST 4.1.1 Transition planning and support, Purpose and objectives	Transition planning and support carries out a kind of project management role within service transition, ensuring that planning and resource coordination are in scope. Answer B describes the role of change management. Recording and tracking (answer C) is done by service asset and configuration management whilst test scripts (answer D) are part of release and deployment management.
34	C	FND05-81	SO 4.1.1 Event management , Purpose and objectives	Service desk staff absence would be recorded via an HR system, outside of the scope of ITIL. All other areas could be monitored under the event management process.

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35	C	FND05-82	SO 4.3.1.2 Request fulfilment objectives	<p>Complaints, compliments and general enquiries come under the request fulfilment process handled almost exclusively by the service desk.</p> <p>Service level management (answer A) may deal with complaints but at a customer level and would not usually entertain general enquiries. Such interactions are outside of the scope of service portfolio management (answer B) and demand management (answer D)</p>
36	D	FND06-1	SO 6.3.3.2 Centralized service desk, Figure 6.3 Centralized service desk	<p>A single centralized service desk supports the whole organization.</p> <p>Answer A describes a local service desk. Answer B is a virtual service desk and Answer C describes a follow-the-sun model of service desk.</p>
37	B	FND06-2	SO 6.6.2 Application management objectives	<p>Application management is responsible for the functionality/utility.</p> <p>The location of an application vendor is likely to be a defined and managed by supplier management. Technical management is more likely to be consulted when deciding who the vendors of a storage device might be (answer C). Answer D is incorrect as agreeing service levels is the domain of service level management.</p>
38	A	FND07-1	SD 6.3.1 Generic service owner role	<p>The service owner will be aware of the monitoring and operation of their service but may not be <u>directly involved</u> in the activity.</p> <p>The other three activities are all part of the role of service owner.</p>
39	C	FND07-2	SD 3.7.4.1 Designing roles – the RACI model	<p>Only one person should be accountable for a process.</p> <p>This immediately makes answer A incorrect. Answer B is incorrect because it may be that nobody needs to be consulted e.g. logging a service desk call doesn't need another person be consulted. Answer D is incorrect as multiple people may be responsible.</p>
40	B	FND08-2	SS 7.1 Service automation	<p>Statements 1, 2 and 4 are correct. Technology and automation can help to monitor (option 1), e.g. the free disk space on a server. Pattern recognition (option 2) can also be automated e.g. spotting repeat incidents through the service desk toolset. Prioritization (option 4) can also be automated through a tool, e.g. when an incident is logged against a certain type of service. Wisdom (option 3) cannot be automated.</p>