

ITIL Sample Questions Answers – 1

ITIL Sample Questions Answers

Which task is a Problem Management responsibility?

- a) To co-ordinate all modifications to the IT infrastructure
- b) To record incidents for later study
- c) To approve all modifications made to the Known Error database*
- d) To identify user needs and modify the IT infrastructure based on such needs

When processing a Request for Change (RFC), the Change Manager initiates a number of activities. Which action is required if this involves a complex change?

- a) The Change Manager reports the change to Problem Management.
- b) The Change Manager reports the change to Incident Management
- c) The Change Manager presents the change to the Change Advisory Board*
- d) The Change Manager presents the change to the IT Manager

The Service Desk has handled 2317 calls this month.

What would these calls include?

- a) Modifications to Service Level Agreements (SLAs)
- b) Notices regarding modified Configuration Items (CIs)
- c) Requests to the IT organization for user support*

What is the difference between Asset Management and Configuration Management?

- a) Asset Management only deals with what you own; Configuration Management deals with everything in your infrastructure.
- b) Asset Management is a superset of Configuration Management, as it includes non-IT assets such chairs and tables.
- c) Asset Management deals with the financial aspects of Configuration Items; Configuration Management only deals with the technical details of the infrastructure.
- d) Configuration Management goes much further than Asset Management because it also specifies the relations between the assets.*

Which question is being answered when an organization specifies its vision and business objectives?

- a) How do we get where we want to be?
- b) How do we know we have arrived?
- c) Where do we want to be?*
- d) Where are we now?

Which task is the responsibility of Configuration Management?

- a) Convening the Configuration Advisory Board
- b) Physically managing software items
- c) Installing equipment at the workplace
- d) Recording the relations between Configuration Items (CIs)*

A user complains to the Service Desk that an error continually occurs using a specific applications. This causes the connection with the network to be broken.

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