

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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Xiaolong Qi



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Table of Contents Itil V3 Foundation Sample Papers

1. Understanding the eBook Itil V3 Foundation Sample Papers
 - The Rise of Digital Reading Itil V3 Foundation Sample Papers
 - Advantages of eBooks Over Traditional Books
2. Identifying Itil V3 Foundation Sample Papers
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Itil V3 Foundation Sample Papers
 - User-Friendly Interface
4. Exploring eBook Recommendations from Itil V3 Foundation Sample Papers
 - Personalized Recommendations
 - Itil V3 Foundation Sample Papers User Reviews and Ratings
 - Itil V3 Foundation Sample Papers and Bestseller Lists
5. Accessing Itil V3 Foundation Sample Papers Free and Paid eBooks
 - Itil V3 Foundation Sample Papers Public Domain eBooks
 - Itil V3 Foundation Sample Papers eBook Subscription Services
 - Itil V3 Foundation Sample Papers Budget-Friendly Options
6. Navigating Itil V3 Foundation Sample Papers eBook Formats
 - ePub, PDF, MOBI, and More
 - Itil V3 Foundation Sample Papers Compatibility with Devices
 - Itil V3 Foundation Sample Papers Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Itil V3 Foundation Sample Papers
 - Highlighting and Note-Taking Itil V3 Foundation Sample Papers
 - Interactive Elements Itil V3 Foundation Sample Papers
8. Staying Engaged with Itil V3 Foundation Sample Papers

- Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Itil V3 Foundation Sample Papers
9. Balancing eBooks and Physical Books Itil V3 Foundation Sample Papers
- Benefits of a Digital Library
 - Creating a Diverse Reading Collection Itil V3 Foundation Sample Papers
10. Overcoming Reading Challenges
- Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Itil V3 Foundation Sample Papers
- Setting Reading Goals Itil V3 Foundation Sample Papers
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Itil V3 Foundation Sample Papers
- Fact-Checking eBook Content of Itil V3 Foundation Sample Papers
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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