

Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - –Infrastructure Management Services

Course Code - BNCSC403

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Answer all the questions. Each question carry one mark.

9. 1. When closing a Problem record which of the following actions should be taken A) Close any related Incident records. B) Check that the Problem record contains a full historical record of all events which occurred

Mark only one oval.

- Only A is correct
- Only B is correct
- A and B are both correct
- A and B are both incorrect

10. 2. Separating the Incident and Problem Management processes and managing through separate incident and problem records.... A) Ensures that the rapid restoration objective for incident management is met. B) Allows root cause to be investigated and resolved in a separate, parallel problem management process.

Mark only one oval.

- Only A is correct
- Only A is incorrect
- A and B are both correct
- A and B are both incorrect

11. 3. The value of problem management includes: A) Coordinating Service Design B) Planning and supporting Service Transitions C) Reduced expenditure on workarounds or fixes that do not work D) Increased customer engagement

Mark only one oval.

- A
- B
- C
- D

12. 4. Information is regularly exchanged between Problem Management and Change Management. What information is this?

Mark only one oval.

- Known Errors from Problem Management, on the basis of which Change Management can generate Requests for Change (RFCs)
- RFCs resulting from Known Errors
- RFCs from the users that Problem Management passes on to Change Management
- RFCs from the Service Desk that Problem Management passes on to Change Management

13. 5. A computer operator notices the full storage capacity of her/his disk will soon be used. To which ITIL process must this situation be reported?

Mark only one oval.

- Change Management
- Configuration Management
- Incident Management
- Problem Management

14. 6. Which of the following is NOT a Problem Management responsibility?

Mark only one oval.

- Ownership of an incident throughout its lifecycle
- Investigation & Diagnosis
- Raising Requests for Change
- Maintenance of a known error database

15. 7. A known error occurs when?

Mark only one oval.

- An error has occurred several times and has been passed to Problem Management
- An error occurs that has not been diagnosed and for which a circumvention does not yet exist
- A problem has been diagnosed and a resolution or circumvention exists
- The resolution of a problem has been implemented

16. 8. Which of these statements about transition planning and support is/are correct?
1. Transition planning and support identifies and manages risks, in accordance with the risk management framework adopted by the organization. 2. Transition planning and support ensures that repeatable processes are adopted by all engaged in the transition.

Mark only one oval.

- 1 only
 2 only
 Both
 Neither

17. 9. SACM is a process that supports which of the following stages of the service lifecycle? 1. Service strategy 2. Service design 3. Service transition 4. Service operation 5. Continual service improvement

Mark only one oval.

- 1, 3, and 5
 2, 3, and 4
 2, 3, 4, and 5
 1, 2, 3, 4, and 5

18. 10. The configuration management system (CMS) is composed of four separate layers. Which of these is the correct identification of those layers?

Mark only one oval.

- Presentation, knowledge processing, information integration, data
 Presentation, information integration, configuration item, data
 Presentation, knowledge processing, configuration item, configuration database
 Presentation, configuration item, configuration database, knowledge model

19. 11. Which of these statements is not a recommended part of a release policy?

Mark only one oval.

- A unique identification structure or naming convention to ensure releases can be easily identified and tracked.
- Definitions of the roles and responsibilities required for the management of the release throughout all its stages
- Definition of the configuration management database naming convention
- Use of the definitive media library for all software asset releases

20. 12. Early life support is an important concept in the release and deployment management process. In which phase of the release and deployment process does early life support happen?

Mark only one oval.

- Release build and test
- Review and close
- Deployment
- Release deployment and planning

21. 13. Which of these is a recognized “business benefit” or “value statement” for the service transition lifecycle stage? 1. Deliver changes to services with a consistent approach 2. Manage the business strategic plans 3. Control the assets of the infrastructure 4. Improve business strategy through service transformation 5. Provide increased confidence in the success of changes

Mark only one oval.

- 1, 2, 3, and 4
- 2, 4, and 5
- 1, 3, and 5
- 1, 2, 3, 4, and 5

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

Mark only one oval.

- Business strategic changes
- Minor operational changes
- IT service changes
- Project changes

23. 15. Which of these statements represent acceptable criteria for defining a standard change? 1. The risk associated to the change is low or clearly understood. 2. The change follows a defined procedure or predefined steps. 3. The change can be completed within 24 hours of being requested. 4. The change can be traced to a predefined trigger. 5. The change delivers its results to IT service providers only.

Mark only one oval.

- 1, 3, and 5
- 1, 2, and 4
- 2, 3, and 4
- 1, 2, 3, 4, and 5

24. 16. Which of these is not a recognized output document from the change management process?

Mark only one oval.

- Change schedule
- Project service outage
- Remediation plan
- Configuration schedule

25. 17. Which of these is a valid reason for closing a change record?

Mark only one oval.

- The release has been implemented.
- The change acceptance criteria have been met.
- The change has been authorized and implemented
- The change has been released.

26. 18. Which of the following details must be recorded for every CI in the CMDB? Type
identity Unique identifier Version number Copy number

Mark only one oval.

- Only A
- Both A & B
- Both A & C
- Both A & D

27. 19. Under an ITIL Change Management process, once a change has been built, who should undertake testing?

Mark only one oval.

- The change builder
- The Change Manager
- The Change Advisory Board
- An independent tester

28. 20. Within an ITIL compliant Change Management process, who decides on the categorisation of a proposed change?

Mark only one oval.

- Change Manager
- Change Advisory Board
- Change Requestor
- Change Implementer

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

Mark only one oval.

- Forward Schedule of Changes (FSC)
- Post Implementation Review (PIR)
- Service Improvement Program (SIP)
- Service Level Requirement (SLR)

30. 22. Which of these is not part of Capacity Management?

Mark only one oval.

- Tuning
- Demand Management
- Application sizing
- Maintainability

31. 23. Which of the following can help determine the level of impact of a problem?

Mark only one oval.

- Definitive Media Library (DML)
- Configuration Management System (CMS)
- Statement of Requirements (SOR)
- Standard Operating Procedures (SOP)

32. 24. Which of these statements provides the best description of the purpose of service level management?

Mark only one oval.

- Ensure that all current and planned IT services are delivered to agreed achievable targets
- Ensure there is a high-level relationship with customers to capture business demands
- Ensure users have a single point of contact for all operational issues
- Ensure there is a smooth transition of services to and from service providers

33. 25. Which of these statements is correct about the scope of service level management (SLM)? 1. The scope of SLM includes the performance of existing services being provided. 2. The scope of SLM includes the definition of the components that make up the services and their relationships. 3. The scope of SLM includes the definition of required service levels for planned services. 4. The scope of SLM includes the definition of the type of changes for change management.

Mark only one oval.

- 2 and 4
- 1, 2, 3, and 4
- 1 and 3
- 1, 2, and 3

34. 26. Service level requirements are related to which of the following?

Mark only one oval.

- Utility
- Warranty
- Change records
- Configuration records

35. 27. Which of the following agreements commonly supports the achievement of a service level agreement? 1. Operational-level agreement 2. Strategic business plan 3. Underpinning contract 4. Internal finance agreement

Mark only one oval.

- 1, 2, and 3
- 1, 2, and 4
- 1 and 3
- 2 and 4

36. 28. Multilevel service level agreement structures can contain which of the following types of service level agreement?

Mark only one oval.

- Service-based, customer-based, and corporate-based
- Service-based, technology-based, and customer-based
- Technology-based, supplier-based, and customer-based
- Technology-based, supplier-based, and user-based

37. 29. From which document can the Incident Management process obtain information about when and to whom it must escalate issues if required?

Mark only one oval.

- The Service Improvement Program
- The Service Catalogue
- The organization chart
- The Service Level Agreement

38. 30. Which of the following would you NOT expect to see in an IT Service Continuity Plan?

Mark only one oval.

- Contact lists
- The version number
- Reference to change control procedures
- Service Level Agreements

39. 31. In which document would you expect to see an overview of actual service achievements against targets?

Mark only one oval.

- Operational Level Agreement (OLA)
- Capacity Plan
- Service Level Agreement (SLA)
- SLA Monitoring Chart (SLAM)

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

Mark only one oval.

- 1 and 2
- 1, 2, 3, and 4
- 1 and 3
- 2 and 3

41. 33. Availability is calculated using the formula $AST-DT/AST \times 100$. What do the terms AST and DT refer to?

Mark only one oval.

- AST = assumed service target, DT = delivery time
- AST = availability service target, DT = downtime
- AST = agreed service time, DT = downtime
- AST = agreed service time, DT = delivery time

42. 34. Which of these statements is not correct?

Mark only one oval.

- MTBF measures uptime—the time from the failure to service restoration.
- MTRS measures downtime
- MTBSI stands for maximum time before service interruption
- MTBSI measures the time from one failure until the next failure

43. 35. Which of the following are responsibilities of information security management? 1. Defining the protection required for systems and data 2. Undertaking risk assessments 3. Producing the Information security policy 4. Implementing security measures to new systems during service transition

Mark only one oval.

- 1 and 2 only
- All
- 1, 2, and 3
- 2, 3, and 4

44. 36. Which of the following are the responsibilities of supplier management? 1. Negotiating with internal suppliers 2. Negotiating with external suppliers 3. Monitoring delivery against the contract 4. Ensuring value for money

Mark only one oval.

- 1 and 2 only
- All
- 1, 2, and 3
- 2, 3, and 4

45. 37. Which of the following are responsibilities of capacity management? 1. Negotiating capacity requirements to be included in the SLA 2. Monitoring capacity 3. Forecasting capacity requirements 4. Dealing with capacity issues

Mark only one oval.

- 2, 3, and 4
- 1 and 2 only
- All
- 1, 2, and 4

46. 38. Capacity management considers PBAs. What does PBA stand for?

Mark only one oval.

- Proactive business assurance
- Patterns of business availability
- Patterns of business activity
- Proactive business assessment

47. 39. IT service continuity management carries out a BIA in conjunction with the business. What does BIA stand for?

Mark only one oval.

- Business integrity appraisal
- Business information alternatives
- Benefit integration assessment
- Business impact analysis

48. 40. Outputs from design coordination include what? 1. The service design package 2. The CMS 3. The governance requirements 4. Suggestions for improvements to be made to the design stage

Mark only one oval.

- 2, 3, and 4
- 1 and 2 only
- All
- 1 and 4 only

49. 41. Which of the following statements about IT Service Continuity Management (ITSCM) is TRUE?

Mark only one oval.

- ITSCM defines the service that can be provided in the event of a major disruption. The business can then plan how it will use the service.
- ITSCM and Business Continuity Management (BCM) have no impact on each other.
- BCM defines the level of IT service that will be required in the event of a major disruption. ITSCM is responsible for delivering this level of service
- It is the responsibility of ITSCM to deliver a single continuity plan, that will fit all situations.

50. 42. Which of the ITIL processes is responsible for ensuring the organisation is aware of new and changing technology?

Mark only one oval.

- Capacity Management
- Change Management
- Financial Management for IT Services
- Configuration Management

51. 43. In which two service Management processes would you be most likely to use a risk analysis and management methodology?

Mark only one oval.

- Change & Cost Management
- Availability Management & IT Service Continuity Management
- Incident & Change Management
- Service Level Management & IT Service Continuity Management

52. 44. Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

Mark only one oval.

- Service Strategy
- Continual Service Improvement
- Service Operation
- Service Design

53. 45. Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

Mark only one oval.

- Service Transition
- Risk Management
- IT Service Continuity Management
- Availability Management

54. 46. What is ITIL?

Mark only one oval.

- Rules for achieving recognized IT standards
- Good advice about how to manage IT services
- Advice on managing projects
- Advice on the technical requirements for infrastructure

55. 47.What is an IT service provider?

Mark only one oval.

- An internal IT department
- An external outsourced IT department
- Either an internal IT department or an external IT department
- A business unit

56. 48.Who “owns” ITIL?

Mark only one oval.

- The U.S. government
- Microsoft
- The U.K. government
- The Open Group

57. 49. Which of these is not a stage in the ITIL service lifecycle?

Mark only one oval.

- Service design
- Service implementation
- Continual service improvement
- Service operation

58. 50. A service must provide which of the following to deliver business value?

Mark only one oval.

- Sufficient capacity, the agreed level of security, and alignment to the organization's project management methodology
- Sufficient capacity and the agreed level of security
- The agreed level of security and alignment to the organization's project management methodology
- The agreed level of security

59. 51. A service catalog contains which of the following?

Mark only one oval.

- Details of all services being developed
- Details of all services being considered
- Details of all services currently available to the users
- Details of all services

60. 52. The agreement between an IT service provider and their customers regarding the services provided is called what?

Mark only one oval.

- Service charter
- Service contract
- Service level agreement
- Service targets

61. 53. What is meant by the term request fulfillment in the ITIL framework?

Mark only one oval.

- Request fulfillment is a means of managing the changes that users request in the IT environment.
- Request fulfillment is used to deliver non-IT-related business components to the users
- Request fulfillment is a process for managing the requests from users to the IT department.
- Request fulfillment is the report produced on the number of password resets carried out by the IT department.

62. 54. An availability plan should consider the requirements for what period?

Mark only one oval.

- For the next 24 hours
- For the next week
- For the next month
- For the next 12 to 18 months

63. 55. Which of the following is not a category of supplier described in ITIL?

Mark only one oval.

- Strategic
- Operational
- Preferred
- Commodity

64. 56. Which of the following statements is false?

Mark only one oval.

- Planning for a number of different disaster scenarios that could affect IT services is essential.
- Ensuring the business is able to continue operation is the responsibility of IT.
- It is impossible to plan for disasters, because there are too many different possibilities. The IT department should be ready to quickly devise a recovery plan following a disaster.
- Continuity planning requires an understanding of the key business processes.

65. 57. What is the Deming cycle?

Mark only one oval.

- The Deming cycle is a set of questions for managing processes.
- The Deming cycle is a set of standards for quality management.
- The Deming cycle is an approach for managing quality improvement.
- The Deming cycle is concerned with the delivery of security controls.

66. 58. Which of these statements about asset management and configuration management is not true?

Mark only one oval.

- Asset management is concerned only with purchased items such as hardware and software.
- Asset management considers the value of items, and configuration management considers the interdependencies between items
- Configuration management may include locations and documents.
- Configuration management information is held in a database called the configuration repository

67. 59. The ITIL framework refers to a number of operational functions. What is meant by the term function?

Mark only one oval.

- A function is a collection of technical infrastructure elements designed to manage an IT service.
- A function manages the requirement of controlling costs in an IT department.
- A function is used to deliver the security requirements across the service lifecycle
- A function is a unit of the organization specialized to deliver particular processes or activities

68. 60. How is the process of access management used in the service operation stage of the service lifecycle?

Mark only one oval.

- Access management is used to manage the security technology in the infrastructure
- Access management is used to ensure the correct people are able to use the correct systems in the correct way.
- Access management is used to ensure the active directory entries are audited for accuracy.
- Access management is used to maintain security controls over the business environment

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