Sr No.	Question	Answer1	Answer2	Answer3	Answer4
1	The rigid 'plan and deploy' model is giving way to the dynamic which model?	plain and collaborate	engage and collaborate	engage and deploy	plain and deploy
2	Which among the following is a set of specialized organizational capabilities for providing value to customers in the form of services?	Service management	Service	Process management	Process
3	Which among the following is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks?	Activity	Function	Service	Process
4	Which of the following combination is fitness for purpose and fitness for use?	Warranty , Utility	Utility, Safety	Performance warranty	Utility, Warranty
5	What can span organizational and geographic boundaries, often in complex variants creating unique designs and patterns of execution?	service process	Business processes	agent process	application process
6	Which among the following is a set of coordinated activities combining and implementing resources and capabilities in order to produce an outcome, which, directly or indirectly, creates value for an external customer or stakeholder?	A Function	A System	A Process	A service
7	Which among the following is a necessary condition for developing organizational capabilities?	Specialization	Generalization	Encapsulation	Coordination
8	Which among the following hides what is not the customer's concern and exposes as a service what is useful and usable to them?	Coordination	Specialization	Generalization	Encapsulation
9	With which among the following, it is easier to make changes internal to the resource without adversely affecting utilization?	tight coupling	loose coupling	semi loose coupling	semi tight coupling
10	Which among the following is a group of interacting, interrelated, or interdependent components that form a unified whole, operating together for a common purpose?	A Service	A Function	A process	A system
11	Select the appropriate Control processes in which the value of the outcome has no influence on the process input.	open loop	intermediate loop	closed loop	embedded loop
12	Select the appropriate Control processes in which the value of the outcome has influence on the process input.	open loop	intermediate loop	closed loop	embedded loop
13	Which of the following are considered intangible assets of an organization that cannot be purchased, but must be developed and matured over time?	Resources	Capabilities	Services	Processes
14	Which among the following is simply a bundle of assets meant to create value for customers in the form of goods and services?	service unit	market space	business unit	service desk
15	Resources are considered to be what type of assets of an organization?	intangible	tangible	strategic	incorporeal
16	What does A in RACI model stand for?	Aim	Accountability	Arbitrary	Allowable
17	Which of the following perspectives of ITIL focuses on vision and direction for the services?	Perspective	Position	Plan	Pattern

Sr No.	Question	Answer1	Answer2	Answer3	Answer4
18	Which of the following perspectives of ITIL represents consistent decisions and actions over time?	Perspective	Position	Plan	Pattern
19	Which among the following focusses on carrying out the activity in the same way because the things are going well?	Crisis management	Extrapolation management	Managing by hope	Subjective management
20	Which of the following is NOT a type of service provider?	Internal	external	shared	hybrid
21	What are the 4 P's of Service Design?	People, Products, Processes and Partners	Public, Processes, Products and Partners	Private, Processes, Partners, Products	People, Partners, Public, Products
22	Which among the following defines the level of service expected by a customer from a supplier?	Service level Acceleration	Service level Customer	Service level Associate	Service level Agreement
23	A structured along with which approach to design activities should be adopted?	holistic	unrealistic	intermittent	historical
24	Which of the following is not a part of tendering process?	RFI	RFP	RFQ	RFB
25	Which of the following service management aligns service provisions with business goals and objectives?	Business Service Management	Business Security Management	Business Set Management	Business tree chart
26	Which among the following service catalogue contains information on supplies ,prices, point of contact, ordering and request processes?	ITIC	ITIS	ITIL	ITIP
27	Which among the following is an structured approach to identifying causes service interruptions?	Service Failure Analysis	Service cause Analysis	Service Structure Analysis	Set Failure Analysis
28	Which among the following provides a summary of testing and assessment activities performed by any ITSM process?	test plan	test points	test case	test report
29	Which of the following is not an sub process of information security management?	security validation and testing	design of security controls	personal review	management of security incidents
30	Which among the following is a legal binding agreement between a service provider and the customer to supply or receive certain services?	denial	Contract	illegitimate	adjournment
31	Which of the following pertaining to performance is required to Identifying Service Requirements?	measurements and metrics	maintenance	Skill	Ability
32	An additional evaluation stage may be necessary if one of the following services and solutions are involved.	external supplier	internal supplier	existence	internet
33	Development Manager works with which of the following three things?	Technology, Man power, System	Functionality, Resources and Schedule	Resources, Technology, Products	Technology, Resources and Schedule
34	Which among the following is a subset of the overall Service Portfolio and contains details of all the business requirements that have not yet become serviced released to the live environment?	Service catalouge	Service operation	Service Pipeline	Service strategy
35	In balanced design which of the following refers to people, technology and money available?	resources	schedule	functionality	hiring
36	Fullform of SOA:	Software oriented architecture	Service oriented Architecture	Software oriented aspect	Service oriented aspect

Sr No.	Question	Answer1	Answer2	Answer3	Answer4
37	Which of the following is not a service design process?	Service catalouge management	Service level management	Supplier management	Verification and validation management
38	Which of the following catalouge contains details of all the IT service from customer's view of the service catalouge?	Business service catalouge	technical service catalouge	Access service catalouge	Software service catalouge
39	OLA stands for:	OLAP level agreement	Overall level agreement	Operational level agreement	Objective level agreement
40	Which of the following refers to confidentiality ,integrityand authentication?	Serviceability	Resilience	Availability	Security
41	Service Transition Process module ensures that all change in service management processes are implemented in which manner?	mismatch	co-ordinated	Improper	compatible
42	Benefit of service transition process model is to increase What rate of business changes and releases?	non adaptable	failure	decline	success
43	What leads to changes in hardware and software maintenance contracts?	decommissioning of components	commissioning of components	preserving of components	restoring of components
44	In Service Transition Process module CI stands for:	Control item	Configuration indent	Configuration item	Complex item
45	All attributes of CI are tracked by Which among the following?	CMTB	CMDB	CMRB	CMMB
46	It is very much important to do which of the following to the policies with regards to the overall framework for governance and service management.?	breakdown	mismatch	misalign	align
47	SKMS in Service transition stands for:	Service Knowledge Meet System	System Knowledge Management System	Service Knowledge Management System	Service Knowledge Mode System
48	It is the duty of competent decision makers to provide which among the following?	right people at right time with quality data.	right people at right time with inefficient data.	right people at right time with insufficient data.	right people at right time with vile data.
49	Resources are utilized in what manner throughout service transition to reduce costs?	overlooked	degenerated	degraded	optimized
50	KPI means which among the following?	key performance indicator	key problem indicator	key plan information	key problem information
51	The service transition process and activities depends on which among the following?	effective service transition	change management, evaluation	resources	cost
52	All release standard should have unique identifier that can be used by which of the following?	configuration management and documentation standard	major release	minor release	emergency releases
53	CSF in service transition stands for:	Critical System Factor	Critical Set Factor	Critical Success Factor	Critical Sequence Factor
54	Select the correct action to be taken beforehand so that mitigating measures can be taken.	anticipating difficulties	decline the difficulties	ignore the difficulties	unpredicted the difficulties
55	The provision of services in all organization must be which of the following with respect to the currently changing business requirement?	inline	deteriorated	degraded	infix

Sr No.	Question	Answer1	Answer2	Answer3	Answer4
56	RFC stands for:	Request for code	Request for change	Request for Control	Request for configuration
57	Which of the following is not an approach to Release and deployment management?	Big bang	pull	virtual	push
58	What does I in DIKW stand for?	Information	Integrity	Influence	Induction
59	Which of the following is NOT a sub process of validaton and testing process?	Service acceptance testing	Unit testing	integration testing	Elimination testing
60	Assets are managed by which of the following service transition process?	SACM	change management	knowledge management	validation management
61	The objective of which among the following is to make sure all configuration items or services are monitored constantly?	Event Management	Incident Management	Request Fulfilment	Access Management
62	Which among the following deals with granting rights to authorized user to use the service?	Event Management	Incident Management	Request Fulfilment	Access Management
63	Which among the following process of service operation deals with finding root cause of the problem?	Event Management	Problem Management	Request Fulfilment	Incident Management
64	Which among the following function of service operation coordinates activities between end user & the IT service provider team?	Service desk	Application Management	Technical Management	IT operation Management
65	Which among the following process deals with handling requests such as change password, create new user etc.?	Event Management	Request Fulfilment	Incident Management	Access Management
66	What concentrates on restoring the service to users as quickly as possible, in order to minimize business impact?	Event Management	Request Fulfilment	Problem Management	Incident Management
67	Which of the following is NOT a category of significance of events?	Informational	Warning	Exception	Correlation
68	Which among the following is a method of documenting causes and effects which can be useful in helping identify where something may be going wrong, or be improved?	Chronological Analysis	Brainstorming	Ishikawa Diagrams	Pareto Analysis
69	CMS stands for?	Chance management systems	Confidentiality management system	Control management system	Configuration management system
70	Which among the following is a situation where the user will probably use the same set of services, but will need access to different levels of functionality or data?	Job changes	Promotions or demotions	Transfers.	Retirement.
71	Which among the following describes best practice for managing services in supported environment?	Service Transition	Service Strategy	Service Operation	CSI
72	Which among the following focuses on the way in which IT components and systems are managed to deliver the services?	Internal IT View	External IT View	Group	Department
73	Which among the following have a hierarchical reporting structure with managers who are usually responsible for the execution of the activities?	Groups	Teams	Functions	Departments
74	The Operations meeting is usually chaired by the Which among the following?	Availability Manager	IT Operations Manager	IT Service Continuity Manager	Capacity Manager

Sr No.	Question	Answer1	Answer2	Answer3	Answer4
75	The purpose of Which among the following is to communicate effectively to a group of people about a common set of objectives or activities?	Meetings	Notices	Document-sharing utilities.	Pagers
76	Which of the following is not a successful factor for successful meeting?	Developing clear communication agenda	Documentation	Ensure the objectives of the meetig are achieved	Ensuring the rules are understood
77	Which of the following status means that the service desk has received the incident but has not assigned it to any service desk agent?	Assigned	New	On-hold	Resolved
78	Which of the following status means that the incident has been assigned to an agent and he/she is actively working to diagnose and resolve the incident?	Assigned	In-progress	On-hold	Resolved
79	Which of the following status that the incident has been assigned to an agent and he/she is actively working to diagnose and resolve the incident?	Assigned	In-progress	On-hold	Resolved
80	Which of the following status that the incident requires some more information or response form a third party?	Assigned	In-progress	On-hold	Resolved
81	What are the 4 phases of Deming Cycle ?	Plan, Assess, Check, Report	Plan, Check, Revise, Improve	Plan, Do, Check, Act	Plan, Do, Act, Assess
82	What are the Key benefits of the Continual Service Improvement phase?	Increased growth, Decrease in Return On Investment, Competitive Advantage, Increased Value On Investment	Increased growth, Increased Return On Investment, Competitive Advantage, Increased Value On Investment	Decrease growth, Increased Return On Investment, Competitive Advantage, Increased Value On Investment	Increased Return On Investment, Competitive Advantage, Decrease Value On Investment, Decrease growth
83	What does SIP refers to?	Software Implementation Plan	Service Improvement Plan	Software Improvement Plan	Software In Pipeline
84	Where are all the improvement initiatives recorded?	KMS	CMS	SKMS	CSI register
85	Purchase, licenses, installation and configuration, maintenance costs of hardware, software and other equipment comes under which type of cost ?	Labour	Tooling	Training	Expertise
86	What type of analysis is a business assessment tool enabling an organization to compare where it is currently and where it wants to go in the future?	Predictive	Gap	Descriptive	Prescriptive
87	Which among the following is a process used in management, in which organizations evaluate various aspects of their processes in relation to best practice?	Benchmarking	Threshold	Convention	Criterion
88	Which among the following are a prime input to CSI enabling an understanding of the Issues that are affecting the overall service provision that capture the CI affected?	Errors	Events	Problems	Incidents

Sr No.	Question	Answer1	Answer2	Answer3	Answer4
89	Salaries of the organization's staff who are involved in implementing the measurement framework comes under which type of cost?	Labour	Tooling	Training	Expertise
90	Which among the following are status messages that are generated from systems, network and application management platforms?	Errors	Events	Problems	Incidents
91	Which of the following is a business evaluation tool that allows an organization to compare its current location and future destination?	Benchmarking	Gap analysis	Assessment	Criterion
92	SWOT Analysis means strength, weakness, opportunities and	Test	Threats	Timelines	tardiness
93	The objective of which of the following management is to permanently identify and remove errors that impact infrastructure services?	Assess	Supply	Problem	Acess
94	Which of the following management tools allow for the collection of availability, capacity and performance data from a multitude of domains and platforms within the IT infrastructure environment?	Service	Performance	Strategy	Incident
95	Which of the following cost includes travel- and accommodation-related expenses for team members who need to travel to the site?	Labour	Visit	Training	Expertise
96	Which of the following are NOT the reasons to monitor and measure?	To validate	To direct	To justify	To deliver
97	PRINCE stands for	Projects in controlled environment	Projects in combined environment	products in controlled environment	products in combined environment
98	CMMI stands for:	Capability maturity model integration	Combined maturity model integration	Combined maturity method integration	consolidated maturity model integration
99	Which of the following attributes help achieve the goals according to SWOT?	Strengths	Weakness	Opportunities	Threats
100	Which of the following attributesare the external conditions harmful to achieveing the goal according to SWOT?	Strengths	Weakness	Opportunities	Threats