

Sr. No	Question	A	B	C	D	Correct Answer
1	_____ is a set of specialized organizational capabilities for providing value to customers in the form of services	Service management	Service	Process management	Process	A
2	_____ 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	C
3	_____ is fitness for purpose and _____ is fitness for use.	Warranty , Utility	Utility, Utility	Warranty, warranty	Utility, Warranty	D
4	_____ 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	C
5	_____ hides what is not the customer's concern and exposes as a service what is useful and usable to them.	Coordination	Specialization	Generalization	Encapsulation	D
6	With _____, it is easier to make changes internal to the resource without adversely affecting utilization.	tight coupling	loose coupling	semi loose coupling	semi tight coupling	B
7	A _____ 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	C
8	_____ are a way of structuring organizations to implement the specialization principle.	Service	Process	Functions	Activity	C
9	Resources are considered to be _____ assets of an organization.	intangible	tangible	strategic	incorporeal	B
10	_____ service provider is embedded within a business unit like one IT organization within each of the business units.	External	Shared	Business	Internal	D
11	Warranty is stated in terms of the capacity, _____, continuity and security of the utilization of services.	services	market space	availability	durability	C
12	Who are given the responsibility authority and resources necessary to deliver certain outcomes using the best possible means ?	Business Managers	Executives	Project Leader	Employess	1
13	_____ is defined by a set of business outcomes, which can be facilitated by a service.	Share Market	Market Space	Forex	International Market	2
14	_____ are means of delivery value to customers by facilitating outcomes customer need to achieve without owning specific costs and risks	Offers	Products	Ssrvice	Communication	3
15	The service portfolio represents the commitments and investments made by a service provider across all customers and market space.	Investments	Time Spent	Product	Infrastructure	1
16	The _____ approach help managers prioritize investments and improve the allocation of resources.	Office Management	Portfolio Management	Stock Management	Stakeholder Management	2
17	Which of thw following is not the phase of Service Portfolio ?	Service Catalogue	Service Pipeline	Renewed Service	Retired Service	3

18	_____ phase of service portfolio, consist of services presently active in the service operation phase and those approved to be readily offered to customers	Retired Service	Renewed Service	Service Pipeline	Service Catalogue	4
19	_____ phase of service portfolio, consist of services under consideration or development but not available to the customer.	Service Pipeline	Renewed Service	Retired Service	Service Catalogue	1
20	_____ phase of service portfolio consist of phased out services.	Service Catalogue	Retired Service	Service Pipeline	Renewed Service	2
21	_____ is an structured approach to identifying causes service interruptions.	Service Failure Analysis	Service cause Analysis	Service StructureAnalysis	Set Failure Analysis	A
22	A _____ provides an summary of testing and assesment activities performed by any ITSM process.	test plan	test points	test case	test report	D
23	In balanced design _____ refers to people,technology and money available	resources	schedule	functionality	hiring	A
24	_____ defines the level of service expected by a customer from a supplier,	Service level Accerelation	Service level Customer	Service level Associate	Service level Agreement	D
25	Incident resolution is a part of _____.	Incident level resolution	Resolution evel Agreement	Operational level Agreement	Incident level Agreement	C
26	A structure and _____ approach to design activities should be adopted.	holistic	unrealistic	intermittent	historical	A
27	Selecting a set of suppliers and completing tendering process would include	Statement of return	Statement of requirement	Choicing of requirement	Structure of requirement	B
28	Which of the following is not a part of tendering process	RFI	RFP	RFQ	RFB	D
29	The _____ approach is regarded as the best practice to improve the efficiency in providing IT services.	Set Oriented Architecture	Service Oriented Architecture	System Oriented Architecture	Sadistic Oriented Architecture	B
30	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	A
31	A major cause for poor performance is _____	Excelleant Design	Poor communication	Poor design	poor record	C
32	_____ is involves having processes in place to monitor risks	Leakages	Risk Management	Risk Associated	Risk Evaluation	B
33	_____ is association with threats and opportunity.	risk	challenges	critical success factor	management	A

34	The goal of the supplier management process is to manage suppliers and the services they supply, to provide seamless quality of..... to the business	Information	Catalogue	Packages	IT service	D
35	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	A
36	The term is used as a general term and includes data stores, databases and metadata	Service	Information	Catalogue	Packages	B
37 measure of how long a configuration item or IT service can perform its agreed Function without interruption.	Serviceability	Maintainability	Scalability	Reliability	D
38	SSIP stands for:	Supplier Service Improvements Plans	Supplier Set Improvements Plans	Supplier Service IndicationsPlans	Supplier Service Improvements Plans	A
39 from showing how all aspects of security will be managed on all home sites and recovery sites	Accommodation and Services	Vital Records	Salvage	Security	D
40	Reducing the _____, giving customers financial incentives not to switch to other options	total cost of utilization	Total time	Total workload	Total salary	A
41	Which of the following aspects DO NOT constitute fundamental principles of Service Transition?	Define and implement a formal policy for Service Transition	Implement all changes to services through Service Transition	Adopt a common framework and standards	Minimize re-use of established processes and systems	D
42	Which process model provides best practice guidelines on the delivery in to the live operational environment of modified services required by company?	Service Transition Process module	Service Transaction Process module	Service Transition Proceed module	Service Transition modified module	A
43	What is the best practice Implement all changes to services through Service Transition?	Re-use established processes and systems wherever possible	Address deployment early in the release design and release planning stages	Do not accept late requests for changes that cannot be properly managed	Establish dedicated resources to perform critical activities to reduce delays	C
44	In which manner does Service Transition Process module ensures that all change in service management processes are implemented in?	mismatch	co-ordinated	Improper	compact	B
45	Which of the following is NOT a service transition process	Change Management	Evaluation	Availability management	Knowledge Management	C
46	KPI of service transition process model is to increase what rate of business changes and releases?	non adaptable	failure	decline	success	D
47	When components are _____ it leads to changes in hardware and software maintainence contracts	decommisioned	commisioned	preserved	restored	A

48	In Service Transition Process module CI stands for:	Control item	Configuration indent	Configuration item	Complex item	C
49	Which of the following tracks all attributes of CI?	CMTB	CMDB	CMRB	CMMB	B
50	Which among the following is an addition ,modification of anything that may have effect on IT service	Change	persistence	stagnant	Compliance	A
51	Among which of the following is Release associated with?	version count	version numbers	version styles	version tags	B
52	Service Transition Process module manages transition from service design to which stage?	Service mode	Service look	Service point	service operation	D
53	Service transition principles allow whom among the following, to plan implement the best practices for service transition	service providers	outlets	task providers	transition providers	A
54	Total Downtime (hours)/Number of service breaks is the formula for which of the following?	MTTR	MTBF	MTRS	MTTS	C
55	Which of the following is a measure of how quickly and effectively a service, component can be restored to normal working after a failure?	MTTR	MTBF	MTRS	MTTS	C
56	What does CAB stand for?	Change advisory board	Change Admission board	Change approach board	Change acceptance board	A
57	Which of the following principle of service transition enhances or enables the performance of customer assets?	Work policy	Process policy	Service utilities and warranties	Business utilities	C
58	Which of the following is not considered as the seven Rs of Change Management?	Who RAISED the change?	What is the REASON for the change?	What are the RISKS involved	What is the RATIO of change?	D
59	It is very much important to _____ the policies with the overall framework for governance and service management.	breakdown	mismatch	misalign	align	D
60	SKMS in Service transition stands for:	Service Knowledge Meet System	System Knowledge Management System	Service Knowledge Management System	Service Knowledge Mode System	C
61	The _____ describes best practice for managing services in supported environment.	Service Transition	Service Strategy	Service Operation	CSI	C
62	The objective of _____ is to make sure all configuration items or services are monitored constantly.	Event Management	Incident Management	Request Fulfilment	Access Management	A
63	_____ deals with granting rights to authorized user to use the service	Event Management	Incident Management	Request Fulfilment	Access Management	D

64	The _____ function of service operation is responsible for managing organization's day-to-day operational activities to manage the IT infrastructure.*	IT Operation Management	Technical Management	Facilities Management	Application Management	A
65	The _____ process of service operation deals with finding root cause of the problem.	Event Management	Problem Management	Request Fulfilment	Incident Management	B
66	The _____ function of service operation plays important role in the design,testing, release and improvement of IT services	Facilities Management	Application Management	Technical Management	IT operation Maangement	C
67	The _____ function of service operation coordinates activities between end user & the IT service provider team	Service desk	Application Management	Technical Management	IT operation Maangement	A
68	The _____ function of service operation refers to the management of the physical IT environment.	Service desk	Technical Management	Facilities Management	Application Management	C
69	The _____ process deals with handling requests such as change password, create new user etc.	Event Management	Reuest Fulfilment	Incident Management	Access Management	B
70	Long term incremental improvement is based on evaluating performance and _____	Output of processes & functions	Availability of resources	Throughput	Efficiency of Service	A
71	_____ focuses on the way in which IT components and systems are managed to deliver the services	Internal IT View	External IT View	Group	Department	A
72	_____ agrees to required changes before determining what it will take to deliver them.	Internal IT View	Responsiveness	Stability	External IT View	B
73	_____ refers to the information about them that distinguishes them as an individual and which verifies their status within the organization	Identity	Access	Rights	Services	A
74	CMS stands for	Change management systems	Confidentiality management system	Control management system	Configuration management system	D
75	the process that monitors all events that occur through the IT infrastructure to allow for normal operation and also to detect and escalate exception conditions.	Incident Management	Problem Management	Event Management	Access Management	C
76	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	D
77	The 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.	B
78	_____ involves working with the business to plan and anticipate both longer term strategic issues and shorter-term tactical initiatives that may impact on IT capacity.	Service Capacity Management	Business Capacity Management	Component Capacity Management	Strategic business management	B
79	The Operations meeting is usually chaired by the _____ or a senior Operations Manager	Availability Manager	IT Operations Manager	IT Service Conitunity Manager	Capacity Manager	B
80	Problem Management, which is generally executed as part of Service Operation is called _____process	Release	Proactive	Reactive	Inter	B

81	The 4 phases of Deming Cycle are	Plan, Assess, Check, Report	Plan, Check, Revise, Improve	Plan, Do, Check, Act	Plan, Do, Act, Assess	C
82	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	B
83	SIP refers to_____	Software Implementation Plan	Service Improvement Plan	Software Improvement Plan	Software In Pipeline	B
84	Critical Success Factors (CSF) and Key Performance Indicators(Kpi) are built for	Technology	Service	Process	All of these	C
85	_____is a business evaluation tool that allows an organization to compare its current location and future destination	Benchmarking	Gap analysis	Assessment	none of these	B
86	SWOT Analysis means strength, weakness,opportunities and_____.	Test	Threats	Timelines	none of these	B
87	The objective of _____ management is to permanently identify and remove errors that impact infrastructure services.	Assess	Supply	Problem	none of these	C
88	_____ is a management process, in which organization access different aspects of their processes in relation to best practices in their own sector.	Benchmarking	Gap analysis	Assessment	none of these	A
89	Purchase, licenses, installation and configuration, maintenance costs of hardware, software and other equipment comes under _____ cost	Labour	Tooling	Training	Expertise	B
90	Salaries of the organization's staff who are involved in implementing the measurement framework comes under _____ cost	Labour	Tooling	Training	Expertise	A
91	_____ are status messages that are generated from systems, network and application management platforms.	Errors	Events	Problems	Incidents	B
92	Full form of CSI is _____	Continuous Server Improvement	Continual Service Improvement	Continual Service important	Continual Speck Improvement	B
93	CSI is a _____ step Improvement Process	7	6	5	4	A
94	Which one of the following is not a main reason to monitor and measure service.	Validate	Direct	Indirect	Justify	C
95	The CSI Improvement Process is based on the _____ Cycle	SLA	SLM	CSA	Deming	D

96	_____ service providers are one who provide IT services to users under contracts and Service Level Agreements.	Internal	Inline	External	None of these	C
97	_____ that capture the service or the Configuration Item (CI) affected are a prime input to CSI enabling an understanding of the issues that are affecting the overall service provision	Errors	Events	Problems	Incidents	D
98	_____ are defined with integrated links to the associated incidents that confirmed their existence	Errors	Events	Problems	Incidents	C
99	Benchmarking process is a _____ expensive	Extremely	Moderately	generally	none of these	B
100	Critical element of Continual Service Improvement is _____	Service Level Management	Service Design	Plan	Process	A