

ITIL[®] Intermediate Capability Stream

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ITIL® Intermediate Capability Stream:

RELEASE, CONTROL AND VALIDATION (RCV) CERTIFICATE

Sample Paper 1, version 6.1

Gradient Style, Complex Multiple Choice

ANSWERS AND RATIONALES

Answer Key:

Scenario	Question	Correct: 5 Marks	2nd Best: 3 Marks	3rd Best: 1 Mark	Distracter: 0 Marks
One	1	<i>C</i>	<i>B</i>	<i>D</i>	<i>A</i>
Two	2	<i>B</i>	<i>A</i>	<i>C</i>	<i>D</i>
Three	3	<i>C</i>	<i>D</i>	<i>A</i>	<i>B</i>
Four	4	<i>A</i>	<i>C</i>	<i>D</i>	<i>B</i>
Five	5	<i>B</i>	<i>C</i>	<i>D</i>	<i>A</i>
Six	6	<i>B</i>	<i>C</i>	<i>A</i>	<i>D</i>
Seven	7	<i>C</i>	<i>D</i>	<i>B</i>	<i>A</i>
Eight	8	<i>B</i>	<i>C</i>	<i>D</i>	<i>A</i>

Answer and Question Rationale:

QUESTION	One	Scenario	One
Question Rationale	<ul style="list-style-type: none">Explain the concept of release unit, and differentiate between various release design options and considerationsCheck that the candidate can apply ITIL practices to review a set of required changes and construct a valid approach to release units and release packagesTest that the candidate can analyse which option best meets business requirements with manageable risk.		
MOST CORRECT (5)	C	This is the right answer. This approach most closely aligns to the guidance on release units and release packages, by linking together release units that have dependencies into release packages, and having separate release packages for unconnected components. It also deploys the necessary performance improvements in time for the busiest sales period. The revised FMX and office tools release package will be tested before deployment. The timescales are likely to be met because the release units have already been tested together when testing the original release package. The Java upgrade has IT but not business drivers for deployment, and can safely be delayed with no impact until after the busiest sales period in order to minimize the risk to the business. Including it and the fix with the next FMX quarterly upgrade in a new release package minimizes the work needed to release it.	
SECOND BEST (3)	B	There is some merit in this answer. Separating RP1 into two new release units is the correct approach. However, immediately deploying once the fix is available breaches the release policy that releases should be deployed every three months. Waiting until the fix to the Java problem is available before deploying RP2 risks adversely affecting the business, as RU1 and RU2 are the performance upgrades that are needed for the busy sales period. Delaying RU4 is acceptable as it has no crucial fixes.	
THIRD BEST (1)	D	There is little merit in this answer. Deploying RP1 together with RU3 (with a known error) to the business environment is very risky, and it breaches the release policy that: <ul style="list-style-type: none">‘All software should be tested before deployment’‘Risks to the business should be minimized’. Immediately deploying RU3 once the fix is available and tested also breaches the release policy that releases should be deployed every three months. Delaying RU3 is acceptable as it has no crucial fixes.	
DISTRACTER (0)	A	This is the wrong answer. The testing failed and there is a high risk that the problem will affect the sales laptops, leading to repeated loss of service in the busiest sales period of the year. The root cause is already known and early life support will not assist in developing the fix. Deploying the fix as an emergency release with no testing breaches the release policy.	
Syllabus Unit / Module supported	ITIL SC: RCV05 Release and Deployment Management		
Bloom’s Taxonomy Testing Level	Level 4 – Analysis. The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences. Application – The candidate must apply their knowledge of release and deployment management to the issues described in the scenario to determine the correct approach.		
Subjects covered	Categories covered: <ul style="list-style-type: none">Release unitRelease package.		
Book Section Refs	ST 4.4 – Service transition processes – Release and deployment management ST 4.4.4.1 – Service transition processes – Release and deployment management – policies, principles and basic concepts – Release and deployment management policies ST 4.4.4.2 – Service transition processes – Release and deployment management – policies, principles and basic concepts – Release unit and release package		

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Difficulty	Easy
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QUESTION	Two	Scenario	Two
Question Rationale	<p>This question tests the candidate's ability to choose the most influential success/failure factors that should have been included in the initial change evaluation requirements for the scenario situation in order to achieve its main objectives of reducing risk and increasing the success of the new hospital pharmacy application.</p> <p>Based on the scenario here are the factors that should be considered most relevant for evaluating the performance of the new AMOS system:</p> <p>Organizational setting: Can each hospital accept the implementation and operation of AMOS at their site? The HMC support staff has no authorization to access medical records maintained by AMOS in order to provide the necessary support. The records could only be updated by one designated pharmacist. Provisioning another access will take a long time. In this case there were not enough skilled people with the right access to perform the duties that the hospitals required with minimal risk.</p> <p>Tolerance: The hospital pharmacy units are too busy to absorb the increased workload of the medication dispensing systems during the transition period. This has contributed to the risk of failure.</p> <p>Resources: There was a lack of manpower of HMC support staff to look into the situation and to address the problems.</p> <p>People: The doctors were not trained to use AMOS. The pharmacy staff had to read hand-written prescriptions, which may have caused less vigilance and precision in fulfilling medication orders. The people's readiness to use the new system was questionable (e.g. no training) and this contributed further to the risk of failure.</p> <p>The following factors are not as important for evaluating AMOS in the scenario situation.</p> <p>Fit for purpose: there was no clear indication that the doctors, pharmacy staff and the nurses could not use the new system. It had been deployed to many other hospitals without issues.</p> <p>Service provider capability: Since the new system has been successfully implemented at the other hospitals by HMC, we can assume that Service provider capability is not a factor here.</p> <p>Modelling and measurement: Is there a model for the hospital pharmacy behaviour that could predict the number of corrected medication errors? Since the application functioned as designed, this is not likely to be a contributing factor.</p> <p>Fit for use: The warranty of the application was not in question; it operates as designed.</p>		
MOST CORRECT (5)	B	All four factors listed should be considered the most influential evaluation factors toward the success or failure of AMOS performance for the scenario situation.	
SECOND BEST (3)	A	Three very influential factors and one distracter, "service provider capability", are listed.	
THIRD BEST (1)	C	One influential factor "people" and three distracters, "modelling and measurements", "fit for use", and "fit for purpose" are listed.	
DISTRACTER (0)	D	Wrong answer. "Security policy" is not a correct term in factors for considering the effects of a service change. It is the "resource" to support the users that is in shortage, not the "people". Also "fit for use" is not an influencing effect in the scenario.	
Syllabus Unit / Module supported	ITIL SC: RCV07 Change evaluation		
Bloom's Taxonomy Testing Level	Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension		

	<p>and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.</p> <p>Level 4 – Analysis. The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences.</p> <p>Application – the candidate needs to understand all the factors to consider when assessing the effect of a service change. Based on the information given in the scenario, they must then apply this understanding to identify which factors have a direct impact on the risk of failure when deploying the AMOS system.</p>
Subjects covered	<p>Categories covered:</p> <ul style="list-style-type: none"> • Change evaluation objectives • Factors for considering the effect of a service change.
Book Section Refs	<p>ST 4.6.1 – Change evaluation – Purpose and objectives</p> <p>ST 4.6.5.6 – Change evaluation – Process activities, methods and techniques – Factors for considering the effect of a service change</p> <p>ST Table 4-14 – Factors for considering when assessing the effects of a service change</p>
Difficulty	Moderate

QUESTION	Three	Scenario	Three
Question Rationale	This question aims to test the candidate's ability to develop an effective knowledge management strategy. The key learning points include: <ul style="list-style-type: none">Understanding that the issue of ineffective knowledge management is the lack of strategy, not deficiencies in the toolUnderstanding the components of an effective knowledge management strategy, and recognizing the identification and capture of the correct data and information into the knowledge base as the first important step to knowledge management best practicesUnderstanding that all stakeholders' (both business and IT) requirements should be considered when building a knowledge base, rather than just focusing on technologies.		
MOST CORRECT (5)	C	This is the best solution. It focuses on the stakeholders' requirements and works with them to identify the right information to capture into the knowledge base. It then defines other enabling components of the strategy such as governance, policies, process, automation tools and performance metrics. These are all critical for the implementation of an effective knowledge management strategy to resolve the current issues.	
SECOND BEST (3)	D	This is not as good as C since it overlooks the identification of the right data and/or information to be captured. It provides a comprehensive approach to improving all enabling initiatives with a renewed strategy. However without the right information for the stakeholders being captured in the knowledge base, knowledge management performance will be undermined.	
THIRD BEST (1)	A	This option is flawed as it focuses on improving the process, roles and responsibilities and tool for knowledge management. It completely overlooks other aspects of implementing an effective knowledge management strategy. The actions taken may help address some operational issues for knowledge management. However without the right information being captured, knowledge management will not work.	
DISTRACTER (0)	B	This is the wrong answer. The actions taken are very tool-centric and do not really address the problem. It ignores other considerations which are more important and pertinent to the issue.	
Syllabus Unit / Module supported	ITIL SC: RCV08 Knowledge management		
Bloom's Taxonomy Testing Level	<p>Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.</p> <p>Level 4 Analysis - The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences.</p> <p>Application – The candidate must not only be able to distinguish the right sequence of activities to address the issues but also know that the systemic lack of strategy and process rigour is causing symptoms in the use of the technology.</p>		
Subjects covered	<p>Categories Covered:</p> <ul style="list-style-type: none">Understand what constitutes an effective knowledge management strategy and discuss practical techniques for enabling knowledge transferRelate effective data and information management to successful knowledge management and describe its key steps.		
Book Section Refs	ST 4.7 - Service transition processes - Knowledge management especially ST 4.7.5.1 - Service transition processes - Knowledge management - Process activities, methods and techniques - Knowledge management strategy ST 4.7.5.3 - Service transition processes - Knowledge management - Process activities, methods and techniques - Managing data, information and knowledge		
Difficulty	Moderate		

QUESTION	Four	Scenario	Four
Question Rationale	The question tests the ability of the candidates to understand and apply the basic concept; activities and process flow of request fulfilment. Based on the given scenario the question focuses on the best practice to prioritize service requests for VIPs who may frequently demand service levels to exceed normal guidelines. This question tests the understanding of a few concepts surrounding VIP support: <ul style="list-style-type: none">When there is an incoming service request from a VIP that exceeds normal guidelines, the service desk should always endeavour to meet the request with higher priorityThe special support requirements for VIPs should be formally recognized by request fulfilment and should be documented as a clear guidance for all support staff for full awarenessEven though the requests are to be handled with higher priority, it must still comply with necessary authorization and approval processes		
MOST CORRECT (5)	A	This is the best answer. It follows all the good practice for handling service requests from VIPs that may frequently demand a higher priority for completion. <ul style="list-style-type: none">Firstly, the service desk should agree to meet the request when it first comes in, rather than rejecting it or becoming involved in a dispute with the requesterSecondly, while the request should be handled with special provision and urgency, there is a need to formally recognize the special requirement for supporting VIPs within an enterprise on a permanent basis. This can be achieved through a documented request model that stipulates the priority, steps and actions to take based on the request typeThirdly, request authorization must still be acquired even though the request may be handled with higher priority. Request authorization is a crucial step within the process flow of request fulfilment and no action can be taken without proper authorization The steps taken by the CIO in this answer option fulfil all of the above good practices and therefore it is the best answer to the question.	
SECOND BEST (3)	C	This is next best answer. The request was handled as an exception with a higher priority. The CIO had recognized the need to handle service requests from VIPs through developing a formal workflow (i.e. request model). However, the current request was handled without proper authorization. As the installation of the software module required a charge, the service request must be financially approved before any actions can be taken.	
THIRD BEST (1)	D	This answer has two major flaws; the service request had not been properly authorized before actions were taken. The actions taken by the CIO failed to recognize that service requests raised by VIPs require differentiated service levels to be documented within the guidance provided to all the support staff. It simply treated each request handling on an ad-hoc basis.	
DISTRACTER (0)	B	This is a wrong answer. The action taken failed to address the immediate service request with a differentiated priority. The incoming request from the VIP was still rejected and normal practice prevailed. No actions had been planned to recognize the special support needs of the VIPs. The answer attempts to push everything back to the status quo.	
Syllabus Unit / Module supported	ITIL SC: RCV06 Request fulfilment		
Bloom's Taxonomy Testing Level	Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options. Level 4 Analysis – The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences. Application – the candidate is required to understand the basic concepts and		

	activities of request fulfilment, and be able to apply this understanding to the context of supporting service requests from VIPs with differentiated priorities. This will enable the candidate to choose the best answer option.
Subjects covered	Categories covered: <ul style="list-style-type: none"> • Request model • Request prioritization • Request authorization.
Book Section Refs	SO 4.3.4.2 – Service Operation processes – Request Fulfilment - Policies, principles and basic concepts – Principles and basic concepts SO 4.3.5.4 – Service Operation processes – Request Fulfilment – Process activities, methods and techniques – Request prioritization SO 4.3.5.5 – Service Operation processes – Request Fulfilment – Process activities, methods and techniques – Request authorization SO 4.3.5.7 – Service Operation processes – Request Fulfilment – Process activities, methods and techniques – Request model execution
Difficulty	Easy

QUESTION	Five	Scenario	Five
Question Rationale	This question tests that the candidate can apply ITIL practices to check that the right stakeholders are involved in verification of different test models. The learning objectives are to: <ul style="list-style-type: none">• Differentiate various test models• Differentiate various validation and testing perspectives and relate these to the stakeholder groups' requirements to be addressed• Apply the use of test levels and test models to help with identifying the stakeholders that should verify service deliverables.		
MOST CORRECT (5)	B	This is the best solution. Information security management should verify and sign off all the test models, as they are responsible for security throughout the service lifecycle. The deployment manager should verify and sign off the service level requirements and the deployment test model. This will ensure that there is an integrated and consistent approach to deployment. In this scenario, the service owner is responsible for IT supplier management and deployment during the service operation lifecycle stage. The best option for this scenario is:	
		Test model	IT Stakeholder group to verify the test model
		SLR – Service level requirements	<ul style="list-style-type: none">• IT supplier management• Service owner• Information security management• Deployment management
		DEP – Deployment	<ul style="list-style-type: none">• IT supplier management• Service owner• Information security management• Deployment management
		SO – Service operations	<ul style="list-style-type: none">• Service owner• Information security management
SECOND BEST (3)	C	The answer is correct but not complete. The scenario is based on a download service and it states that, “The deployment manager is responsible for ensuring that the download service level requirements can be tested through service design and service transition”. This means that the deployment manager should verify and sign off the service level requirements.	
THIRD BEST (1)	D	This answer does not recognize the importance of the deployment manager role in verifying the service level requirements and deployment test models. The scenario also states that IT supplier management is not responsible for verifying the service operation test model. Therefore adding IT supplier management to the service operation test model is wrong. The deployment manager should be involved in tests that impact on deployment, and not in the service operation test.	
DISTRACTER (0)	A	This is the wrong answer. In this scenario, the external supplier is not part of the IT organization and should not be considered a key IT stakeholder in this context. As in option D, this answer does not recognize the importance of the deployment manager role in verifying the test models for the service level requirements and deployment. The scenario clearly states that IT supplier management is responsible for the management of the external supplier during service design and service transition. Therefore, IT supplier management should be responsible for the verification and sign-off of the DEP test models.	
Syllabus Unit / Module supported	ITIL SC: RCV04 Service validation and testing		
Bloom’s Taxonomy Testing Level	Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.		
	Level 4 Analysis – The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences.		

	Application –The candidate must apply knowledge of the service validation and testing process and analyse which stakeholders fit and which do not fit into various test models logically according to the scenario.
Subjects covered	Categories Covered: <ul style="list-style-type: none"> • Service validation and testing – Test models, perspectives and levels of testing
Book Section Refs	ST 4.5.4.5 – Service transition processes – Service validation and testing – Policies, principles and basic concepts – Test models ST 4.5.4.6 – Service transition processes – Service validation and testing – Policies, principles and basic concepts – Service validation and testing perspectives ST 4.5.4.7 – Service transition processes – Service validation and testing – Policies, principles and basic concepts – Levels of testing and test models
Difficulty	Moderate

QUESTION	Six	Scenario	Six
Question Rationale	This question is intended to test the understanding of the candidates on the strategy and various aspects of implementing a successful enterprise configuration management practice. The important learning objective here is to recognize the need to use a logical model to outline configuration management requirements and their interdependencies before any technology or process implementation takes place. These requirements include: <ul style="list-style-type: none">• CI identification, level of detail and their relationship (i.e. configuration structure)• Common interface between configuration data and various user groups• Establishment of processes, roles and responsibilities for ongoing configuration management activities• Interface control to ensure correct update and maintenance to configuration data• The leverage of multiple CMDBs (or a Federated CMDB) over a singular CMDB.		
MOST CORRECT (5)	B	This is the best solution. It follows all the good practices needed to establish a configuration management practice. This includes building a logical model for configuration management, leveraging the existing multiple data sources to construct a federated CMDB, establishing a common interface for all user groups of the CMDB, and orchestrating information-processing activities by implementing interface control. The approach provides a permanent solution with a well-balanced interface accommodating the needs of different service functions (not just ESD), and minimizes the impact of change on business users.	
SECOND BEST (3)	C	This is the second best answer. It does not begin with the development of a logical model so future incorporation of other requirements into the CMDB/CMS will be difficult, if not impossible. This approach is completely biased to the needs of the ESD and does not leverage the other existing data sources, nor does it accommodate the needs of configuration management support for other processes such as change management, release and deployment management, and financial management, which are also mentioned in the scenario.	
THIRD BEST (1)	A	This approach does not leverage the data sources already available to build a federated CMDB which could provide a more cost-effective way to implement a configuration management strategy. The resulting effort, if at all feasible, could be time-consuming and expensive. It incorrectly suggests deploying a new CMDB system and <i>then</i> reviewing and improving processes, roles and responsibilities. It fails to accommodate the needs of configuration management support for other processes, such as change management, release and deployment management, and financial management, which are also mentioned in the scenario.	
DISTRACTER (0)	D	This is the wrong answer. It simply builds one more isolated data source (knowledge base) for the ESD without any attempt to integrate and leverage others. It does not address the root cause of the issue which is the lack of an enterprise-wide CMDB. The separate knowledge base is a short-sighted solution and does not help the ESD to identify the resolution of incidents and problems.	
Syllabus Unit / Module supported	ITIL SC: RCV03 Service asset and configuration management		
Bloom's Taxonomy Testing Level	<p>Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.</p> <p>Level 4 Analysis - The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences.</p> <p>Application – The candidate, after understanding the considerations and good practices of planning and implementing a CMDB, must identify the correct sequence of CMS practice development, and also analyse the current state and how this fits</p>		

	into the ESD function and other process areas.
Subjects covered	<p>Categories Covered:</p> <ul style="list-style-type: none"> • Configuration management database (CMDB) • Federated CMDB • Configuration management system (CMS).
Book Section Refs	<p>ST 4.3 – Service transition processes – Service asset and configuration management</p> <p>ST 4.3.4.2 – Service transition processes – Service asset and configuration management – Policies, principles and basic concepts – Basic concepts – The configuration model</p> <p>ST 4.3.4.3 – Service transition processes – Service asset and configuration management – Policies, principles and basic concepts – Configuration management system (Up to Configuration baseline)</p> <p>ST 4.3.5.2 – Service transition processes – Service asset and configuration management – Process activities, methods and techniques – Management and planning</p>
Difficulty	Hard

QUESTION	Seven	Scenario	Seven
Question Rationale	This question focuses on being able to understand, identify and distinguish the key roles/functions responsible for executing each process step as related to: <ul style="list-style-type: none">• Service validation and testing• Release and deployment management.		
MOST CORRECT (5)	C	This is the right answer. All responsibilities are against the correct roles. The service validation and testing manager role and the release and deployment manager roles are correctly undertaken by separate people to avoid a conflict of interest. Erik's development experience makes him a good fit for the build and test environment manager role. His management experience and years with the company provide him with the knowledge of existing processes, resources, tools and so forth that is required to serve as release and deployment manager. Dermot's experience in building and deploying releases makes him a good fit for the release packaging and build practitioner role and is supported by the ITIL guidance that this role may be carried out by technical management personnel.	
SECOND BEST (3)	D	There is some merit in this answer. All responsibilities are against the correct roles. The service validation and testing manager role and the release and deployment manager role are undertaken by separate people to avoid a conflict of interest. However, Erik has development skills and management experience and so he should be assigned the role of release and deployment manager. Dermot's experience in building and deploying releases makes him a good fit for the release packaging and build practitioner role, however he is a bit too inexperienced and new to the organization to step into the release and deployment manager role.	
THIRD BEST (1)	B	There is little merit in this answer. All responsibilities are against the correct roles but it is flawed because the roles of service validation and testing manager and the release and deployment manager are combined to one person.	
DISTRACTER (0)	A	This is the wrong answer. The roles of build and test environment manager and the release packaging and build practitioner have the wrong responsibilities. The service validation and testing manager role and the release and deployment manager role are done by the same person whereas these roles should always be undertaken by separate people to avoid a conflict of interest.	
Syllabus Unit / Module supported	ITIL SC: RCV09 Roles and responsibilities		
Bloom's Taxonomy Testing Level	<p>Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.</p> <p>Level 4 – Analysis. The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences.</p> <p>Application – The candidate needs to understand the key roles and responsibilities for release and deployment management and service validation and testing management. The candidate must apply this understanding and analyse the given information from the scenario to determine the appropriate assignment of these roles to different people based on their experience and background.</p>		
Subjects covered	Categories covered: The key roles/functions responsible for executing each process step as related to: <ul style="list-style-type: none">• Service validation and testing• Release and deployment management.		
Book Section Refs	ST 6.4 – Organizing for service transition – Roles especially:- ST 6.4.9.2 – Organizing for service transition – Roles – Service validation and testing roles – Service validation and testing process manager		

	ST 6.4.8.2 – Organizing for service transition – Roles – Release and deployment management roles – Release and deployment management process manager ST 6.4.8.3 – Organizing for service transition – Roles – Release and deployment management roles – Release packaging and build practitioner ST 6.4.8.6 – Organizing for service transition – Roles – Release and deployment management roles – Build and test environment manager
Difficulty	Moderate

QUESTION	Eight	Scenario	Eight
Question Rationale	This question focuses on checking the candidate's understanding of the service lifecycle, in particular how the processes described within service transition support the service lifecycle. To support this it also checks understanding of the scope of change management and service asset and configuration management (SACM).		
MOST CORRECT (5)	B	This is the right answer. <ol style="list-style-type: none">1. Correct. The updated service portfolio is an output from service strategy. This will have been baselined as a configuration item (CI) when the internal services were created. SACM updates CIs and is used in all lifecycle stages.2. Correct. The service design package contains service acceptance criteria and test plans. It will be stored as a service CI as an output of service design using the SACM process.3. Correct. The operational readiness tests are first designed and agreed upon in service design but may be refined in service transition prior to the start of testing (e.g., once the approach to performing the service rehearsal is approved); any changes will be under change management.	
SECOND BEST (3)	C	There is some merit in this answer. <ol style="list-style-type: none">1. Correct. The updated service portfolio is an output from service strategy. This will have been baselined as a CI when the internal services were created. Changes to baselined CIs use change management. Change management is used in all lifecycle stages.2. Correct. The details of the collection service will be captured in the service design package, which will be stored as a service CI as an output of service design using the SACM process.3. Not correct. The service design package contains operational readiness tests which are developed during service design, not service transition.	
THIRD BEST (1)	D	There is little merit in this answer. <ol style="list-style-type: none">1. Correct. The updated service portfolio is an output from service strategy. This will have been baselined as a CI when the internal services were created. Changes to baselined CIs use change management. Change management is used in all lifecycle stages.2. Not correct: New services are added to the service portfolio in service strategy, not service design.3. Not correct. The service design package contains operational readiness tests which are developed at the service design stage.	
DISTRACTER (0)	A	This is the wrong answer. <ol style="list-style-type: none">1. Not correct. The service levels are updated in the service design stage as part of the service design package.2. Not correct: The scope of services will be agreed and the service portfolio updated during service strategy.3. Not correct: Service acceptance criteria are agreed during service design.	
Syllabus Unit / Module supported	ITIL SC: RCV01 Introduction ITIL SC: RCV02 Change management ITIL SC: RCV03 Service asset and configuration management		
Bloom's Taxonomy Testing Level	Level 4 – Analysis. The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom, in workplace situations. Can separate concepts into component parts to understand their structure and can distinguish between facts and inferences. Application – The candidate must be able to correctly identify and match the correct process and sequence in the lifecycle stages. Based on the scenario given, the candidate must also be able to analyse which activities need to take place at different lifecycle stages in order to manage the transition for the outsourcing service.		
Subjects covered	Categories covered: <ul style="list-style-type: none">• Scope of the service transition lifecycle stage in relation to the RCV processes, its value to the business and how the RCV processes interact with processes within other lifecycle stages• Types of change requests and description of them using examples by service lifecycle stage		

	<ul style="list-style-type: none"> The use of a configuration management system (CMS) and its major components in supporting the effective execution of SACM process.
Book Section Refs	ST 1.1.1 – Introduction – Overview – Purpose and objectives of service transition ST 1.1.2 – Introduction – Overview – Scope ST 1.1.2.1 – Introduction – Overview – Processes within service transition ST 4.2.2 – Service transition processes – Change management – Scope ST 4.2.4.3 – Service transition processes – Change management – Policies, principles and basic concepts – Types of change request ST 4.3.2 – Service transition processes – Service asset and configuration management – Scope ST 4.3.4.3 – Service transition processes – Service asset and configuration management – Policies, principles and basic concepts – Configuration management system
Difficulty	Hard