

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

QUESTION BOOKLET

**Gradient Style Multiple Choice
90 minute paper
8 questions, Closed Book**

Instructions

1. *All 8 questions should be attempted.*
2. *You should refer to the accompanying Scenario Booklet to answer each question.*
3. *All answers are to be marked on the answer grid provided.*
4. *You have 90 minutes to complete this paper.*
5. *You must achieve 28 or more out of a possible 40 marks (70%) to pass this examination.*

Question One

Refer to Scenario One

You have been asked by the chief information officer to recommend the approach that should be taken to deploy the release units, taking into account business requirements and the release policy. Which one of the following four recommendations is the BEST approach?

A. Deploy the original release package RP1 on 01 December and establish early life support to manage any issues. Once the fix is available to RU3, immediately deploy it as an emergency release.

B. Re-assemble the release units into the following release packages:

- RP2: Release units RU1, RU2 and RU4
- RP3: Release unit RU3.

Once the fix is available to RU3, test it, and immediately deploy both RP3 and RP2.

C. Re-assemble the release units into the following release packages:

- RP2: Release units RU1, RU2 and RU4
- RP3: Release unit RU3.

Test RP2 and plan to deploy it on 01 December.

Once the fix is available to RU3, test it, and plan to include it in the March release.

D. Deploy the original release package RP1 on 01 December but do not deploy release unit RU3 to the laptops. Once the fix is available to RU3, test it, and then immediately deploy release unit RU3 to the laptops.

Question Two

Refer to Scenario Two

Which change evaluation factors for assessing the effects of implementing AMOS were neglected during this AMOS implementation and have contributed MOST to its failure as described in the scenario?

- A. There was a lack of “service provider capability” to deliver the required support for the new system, and the “organizational setting” to provide the right access to user data was an issue. There was a lack of availability of skilled and knowledgeable support “resources”. In addition some “people” did not have the required know-how to use the new system.
- B. The hospital’s “tolerance” to absorb increased workload with the new system was hampered and, in addition, the “organizational setting” to deliver the right access to user data was an issue. The HMC did not have sufficient “resource” to support the situation, and some “people” were not knowledgeable enough to use the system.
- C. The new system was not “fit for use” for the doctors. There were no “modelling and measurements” done before the system was implemented to see if it was ready for production. The system was not built with functions that were “fit for purpose” for the users. Also the “people” were not equipped to use the new system appropriately.
- D. The hospital’s “security policy” was not appropriately set. It impeded the “service provider capability” to perform support services for the users. The new system was not built with functions that were “fit for use” for the doctors and pharmacists. Finally, there was a lack of “people” manpower to support the new infrastructure.

Question Three

Refer to Scenario Three

You are the quality manager of the enterprise. Which one of the following options is the BEST approach to resolve the issue?

- A. You work with the IT organization to assess the current knowledge management process, and the roles and responsibilities defined to execute the process. You examine whether the process is designed with clarity and ease of execution, and whether information is captured and maintained effectively. You then examine how the tool has been customized to meet the process requirements. You discover a number of gaps and develop an action plan with the vendor.
- B. You go back to examine the customization of the collaboration tool and determine how it has met the stated process requirements. In addition, you compare other tools in the market with the tool already purchased and discuss with the vendor the feasibility of adding functionality which may help resolve the current issues and improve knowledge management performance. You then make a recommendation to senior management on implementing additional tool functionality.
- C. You start by talking to different business and IT stakeholders about their requirements for knowledge management in order to understand what information the tool should capture to help them perform their work. You then define an effective governance model for knowledge management and make recommendations on policies, processes, procedures, organization, technologies and metrics to promote effective use and maintenance of the knowledge base.
- D. You start by defining a knowledge management strategy for the entire company. You talk to different stakeholders about their views on the goals and objectives, governance model, policies, processes, organization, technologies and performance metrics for knowledge management. In addition, you examine how well knowledge management is integrated with other service transition processes. Based on the outcome of these discussions you develop a new action plan to improve current knowledge management practices.

Question Four

Refer to Scenario Four

You are the chief information officer (CIO). Immediately after the call, the service desk manager has reported the situation to you. What is the most correct course of action you would take to rectify the situation?

- A. You call the CMO office stating that their request will be handled with a higher priority as an exception. You ask request fulfilment to acquire the necessary financial approval and to log the service request prior to installing the software module. You believe there is a need to handle the service requests from a group of high-ranking executives with a higher priority. You ask request fulfilment to develop a request model for such a purpose. The request model will be documented and published to all service desk staff so that they are aware of the appropriate action to take for a similar situation in the future.
- B. This is a one-off event and you believe the service desk has responded appropriately based on the current working guidelines. You send apologies to the CMO office but urge them to give sufficient lead time for their requests. You then advise request fulfilment to process the request promptly and to ensure it will not breach the current SLA. You ask the service desk manager to monitor all service requests raised by high-ranking executives and to inform you immediately of any requests that deviate from normal practice. You will take this issue to the regular senior executive meeting and discuss possible alternatives for resolution.
- C. You call the CMO office stating that their request will be handled with a higher priority as an exception. To ensure the required business reports are made available in time, you immediately send a deployment practitioner to install the necessary software module on the CMO's PC. You also believe there is a need to handle the service requests from a group of high-ranking executives with a higher priority. You ask request fulfilment to develop a request model for such a purpose. The request model will be documented and published to all service desk staff so that they are aware of the appropriate action to take for a similar situation in the future.
- D. You call the CMO office stating that their request will be handled with a higher priority as an exception. To ensure the required business reports are made available in time, you immediately send a deployment practitioner to install the necessary software module on the CMO's PC. You ask the service desk manager to monitor all future service requests raised by high-ranking executives, and to inform you immediately of any urgent requests like this one in the future. You will work with him on a case-by-case basis deciding on the most appropriate course of action to take to rectify each situation.

Question Five

Refer to Scenario Five

You are the service validation and test manager and you need to recommend which IT stakeholders should be added to verify and sign off each test model in the scenario.

Which one of the following options provides the BEST recommendation?

- A.
 - Add the external supplier to SLR and SO test models
 - Add IT supplier management to SLR and SO test models
 - Add information security management to the SLR and SO test models.
- B.
 - Add IT supplier management to the SLR and DEP test models
 - Add deployment manager to the SLR and DEP test models
 - Add information security management to the SLR, DEP and SO test models.
- C.
 - Add IT supplier management to the SLR and DEP test model
 - Add information security management to the DEP and SO test model
 - Add deployment manager to the DEP test model.
- D.
 - Add IT supplier management to the SLR, DEP and SO test models
 - Add information security management to the DEP and SO test model
 - Add deployment manager to the SO test model.

Question Six

Refer to Scenario Six

You are the head of the enterprise service desk (ESD) function and are responsible for the development of a plan to resolve these issues.

Which one of the following is the MOST effective approach to adopt as your plan?

- A. You decide to build an enterprise-wide configuration management database (CMDB) to resolve the current issues. You start by defining a logical configuration model identifying the relationships between configuration items (CIs) and the required level of detail. After deploying a new CMDB system with a common interface for all user groups and in order to populate the CMDB using asset discovery tools, you review and improve the current processes, roles and responsibilities. Finally, you orchestrate the processing of configuration information by implementing interface controls between the CMDB and various business functions and service management processes.
- B. You start by constructing a logical configuration model to accommodate the services that configuration management must support. Based on the resulting model you use discovery tools to reconcile the configuration baseline across the existing data sources, in parallel with improving current processes, roles and responsibilities. You then deploy a configuration management system (CMS) which connects and incorporates all relevant data sources across business functions. You orchestrate the processing of configuration information by implementing interface controls between the CMS and various business functions and service management processes.
- C. You start by adopting one of the existing data sources with CI identification that most closely matches the needs of the ESD. You convert this data source to become an enterprise-wide CMDB. You then deploy a CMS tool to build an interface between this data source and the ESD, in parallel with reviewing and improving current processes, roles and responsibilities. Finally, you orchestrate the processing of configuration information by implementing interface controls between the CMS and various business functions and service management processes.
- D. You decide to preserve the current configuration management environment and add a service knowledge management system (SKMS) which is critical to help expedite incident handling and problem resolution. You implement the SKMS by identifying all of the underlying CIs and their relationships, populating the knowledge base with data which the ESD agents have maintained, and defining all the processes, roles and responsibilities. This will provide all ESD agents with convenient access to historical data and the information that they need for delivering the support services.

Question Seven

Refer to Scenario Seven

You are the service transition manager. Which one of the following options BEST matches the correct roles and responsibilities to each person?

A.

Name	Service transition role and required responsibility for that role
Caroline	Release and deployment manager <ul style="list-style-type: none">Manages the release and deployment management process Service validation and testing manager <ul style="list-style-type: none">Designs and plans tests
Erik	Release packaging and build practitioner <ul style="list-style-type: none">Ensures that the test environment is built correctly
Dermot	Build and test environment manager <ul style="list-style-type: none">Builds the release

B.

Name	Service transition role and required responsibility for that role
Caroline	Release and deployment manager <ul style="list-style-type: none">Manages the release and deployment management process Service validation and testing manager <ul style="list-style-type: none">Designs and plans tests
Erik	Release packaging and build practitioner <ul style="list-style-type: none">Builds the release
Dermot	Build and test environment manager <ul style="list-style-type: none">Ensures that the test environment is built correctly

C.

Name	Service transition role and required responsibility for that role
Caroline	Service validation and testing manager <ul style="list-style-type: none">Designs and plans tests
Erik	Build and test environment manager <ul style="list-style-type: none">Ensures that the test environment is built correctly Release and deployment manager <ul style="list-style-type: none">Manages the release and deployment management process
Dermot	Release packaging and build practitioner <ul style="list-style-type: none">Builds the release

Question continued overleaf

D.

Name	Service transition role and required responsibility for that role
Caroline	Service validation and testing manager <ul style="list-style-type: none"> • Designs and plans tests Build and test environment manager <ul style="list-style-type: none"> • Ensures that the test environment is built correctly
Erik	Release packaging and build practitioner <ul style="list-style-type: none"> • Builds the release
Dermot	Release and deployment manager <ul style="list-style-type: none"> • Manages the release and deployment management process

Question Eight

Refer to Scenario Eight

You are preparing your presentation using relevant examples. Which one of the following options describes the MOST CORRECT application of service transition processes and activities throughout the service lifecycle stages?

- A.
 - Service asset and configuration management (SACM) will be used at the service strategy stage to update the service catalogue with the new service levels
 - Change management will be used at the service design stage to update the service portfolio with the scope of the new services
 - The service acceptance criteria for the release and deployment management process will be designed at the start of the service transition stage.
- B.
 - SACM will be used at the service strategy stage to record updates to the service portfolio
 - SACM will be used at the service design stage to capture details of the service acceptance criteria and the test plan in the configuration management system (CMS)
 - Change management will be used at the service transition stage to authorize any minor changes to the operational readiness tests.
- C.
 - Change management will be used at the service strategy stage to authorize the addition of the collection service to the service portfolio
 - SACM will be used at the service design stage to capture the details of the collection service in the CMS
 - The service acceptance criteria for the release and deployment management process will be developed at the service transition stage.
- D.
 - Change management will be used at the service strategy stage to authorize the addition of the collection service to the service portfolio
 - SACM will be used at the service design stage to add the collection service to the service portfolio
 - The requirements for the operational readiness tests applied during the release and deployment management process will be developed at the service transition stage.