



The ITIL® Cloud Examination

Sample Paper

Question Booklet

Multiple Choice

Examination Duration: 1 hour 30 minutes

Instructions

1. You should attempt all 40 questions. Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer 26 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
5. You have 1 hour 30 minutes to complete this exam.
6. This is a 'closed book' exam. No material other than the exam paper is allowed.

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- 1) A consumer manages the dependencies between a complex combination of custom and standardized cloud-based services.

Which deployment model is this an example of?

- A. Multi-cloud
- B. Hybrid cloud
- C. Public cloud
- D. Private cloud

- 2) An organization is evaluating the service levels offered by a cloud service provider. The organization has discovered that the service levels of some of the organization's existing services will increase when cloud services are used, while other service levels will decrease or remain the same.

Which is the BEST approach for communicating this information to the organization's customers?

- A. The information should not be communicated to the customers unless the change is significant
- B. Only inform the customers who will experience a positive change to their levels of services
- C. Only inform the customers who will experience a negative change to their levels of services
- D. Inform all customers of the anticipated changes and assess whether the customers will continue to use the services

- 3) An organization is preparing a migration from an on-premises system which has been in use for many years to a new cloud-based business service. The technical migration has been carefully prepared and tested, and the cloud service provider is sure that the migration will be smooth and will not take long.

Which is the BEST approach for involving users in planning for onboarding?

- A. Delegate the creation of the onboarding plan to the users
- B. Limit the user's involvement to validating that the onboarding has been successful
- C. Users should be involved in the onboarding and their role should be carefully planned
- D. Involve only the users who have expressed a resistance to using the new cloud services

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- 4) A cloud service provider offers a range of services that include computing and storage services, security services, and sales and marketing solutions.

Which type of service provider does this represent?

- A. Infrastructure-as-a-Service provider
 - B. Platform-as-a-Service provider
 - C. Software-as-a-Service provider
 - D. Aggregate cloud service provider
- 5) An organization is introducing a cloud-based customer relationship management (CRM) system and is preparing to onboard new users. The organization needs to confirm that its employees have the knowledge and skills required to ensure that personal data maintained in the system is not misused or put at risk of unauthorized exposure.

Which approach would BEST help to confirm this?

- A. User training and certification
 - B. Identity checks
 - C. Access and identify management
 - D. Service catalogue management
- 6) Which TWO are USUALLY included in a business case for cloud services?
- 1. The organization's guidelines for developing business cases
 - 2. How long before the impact of the solution is felt
 - 3. Analysis of the problem or opportunity
 - 4. Detailed analysis of the financial stability of the preferred cloud service provider
- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4

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- 7) Several months ago, an organization carried out a cloud readiness assessment and implemented a plan for migrating to a new cloud-based operating model. While the organization is slowly moving towards its vision, progress has been obstructed by issues in several operational areas, including long incident resolution times and difficulty onboarding and offboarding users.

How should the organization use the 'continual improvement model' to identify improvements?

- A. Repeat the 'Where are we now?' step and use a more holistic approach to perform a new cloud readiness assessment
 - B. Repeat the 'Where do we want to be?' step and use a more holistic approach to redefine the cloud operating model
 - C. Use the 'What is the vision?' step to redefine the organization's vision and objectives
 - D. Use the 'Take action' step to engage a new cloud service provider and migrate to a more reliable service
- 8) An organization has migrated one non-critical workload from its in-house environment to the cloud. The organization had planned only for this workload migration. The migration was successful.

How should the organization continue its planning efforts?

- A. Move the migrated workload back to the in-house environment and start a comprehensive planning exercise for all workloads
 - B. Keep the migrated workload in the cloud and create a holistic migration plan for the remaining workloads
 - C. Move the migrated workload back to the in-house environment and allow the business units to create plans for their workloads
 - D. Keep the migrated workload in the cloud and re-write the organization's cloud strategy before planning future migrations
- 9) When should a consumer FIRST consider its cloud exit strategy?
- A. When the contract is agreed with the preferred cloud service provider
 - B. When planning the organization's migration to the cloud
 - C. When the cloud service provider's performance falls below service targets
 - D. When the existing cloud contract is coming to an end

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- 10) An organization recognizes the need to modernize its legacy in-house infrastructure and applications. It is considering whether to move some of its in-house solutions to the cloud.

What is the FIRST step this organization should take?

- A. Develop a cloud strategy that includes replacing the legacy systems
- B. Establish a target operating model for cloud provision
- C. Create a backlog of improvement initiatives to be undertaken to adopt cloud services
- D. Perform an assessment to evaluate the readiness of its operating model for cloud services

- 11) An organization is using the continual improvement model to plan improvements to its cloud services after a significant increase in the usage of cloud services.

Which is the FIRST step it should take?

- A. Review the cloud strategy
- B. Review the cloud operating model
- C. Define the improvement roadmap
- D. Define the improvement objectives

- 12) An organization is planning to change to a new cloud service provider. It has concerns that customers and users could be neglected during offboarding.

What action should the organization take NEXT?

- A. Schedule meetings with service consumers to discuss the plans
- B. Request evidence of due diligence and training from the cloud service provider
- C. Increase the level of collaboration with the current cloud service provider
- D. Involve service consumers in service testing and acceptance

13) Which is a potential benefit created by cloud services?

- A. A reduction in innovation
- B. A reduction in capacity-related incidents
- C. An increase in dedicated resources
- D. An increase in organizational changes

14) An organization with a small budget wants to move to cloud services which would allow the organization to support application development.

Which type of cloud service provider is the MOST appropriate for this organization?

- A. Infrastructure-as-a-Service provider
- B. Platform-as-a-Service provider
- C. Software-as-a-Service provider
- D. Aggregate cloud service provider

15) What can an organization do to reduce the risk of technical incompatibilities that may make it difficult to migrate to an alternative service provider at a later time?

- A. Ask the new service provider to carry out the migration as part of the onboarding process
- B. Choose a new service provider that uses an open interoperable standard such as OASIS CAMP
- C. Ask the old service provider to carry out the migration as part of the offboarding process
- D. Train the organization's staff so that they understand both the old and new service provider services

16) Which is a key characteristic of cloud computing?

- A. Dedicated resources that are provided to a single consumer organization
- B. IT services that are provided on-demand
- C. IT services that are designed for a specific volume of usage
- D. Unmeasured usage of IT services that are provided to a consumer

- 17) An organization has introduced a new operating model to support remote working for many staff. This has worked well, as remote staff are very productive and staff working in the office following the old operating model have also become more productive as they have found some of the new tools very helpful.

What approach to parallel operating models is this?

- A. Synergism
- B. Concurrence
- C. Erosion
- D. Cannibalism

- 18) An organization is conducting a cloud readiness assessment, but they do not know exactly how much money is available for the migration.

How should the organization manage this situation?

- A. Ask finance personnel to carry out an analysis and wait until this is available before proceeding
- B. Assume that there is sufficient funding to support the agreed cloud strategy and proceed with the assessment
- C. Proceed with the assessment because funding is not a consideration of a cloud readiness assessment
- D. Determine the approximate level of funding available and use this to decide what options to pursue

- 19) Which element of VUCA is concerned with the contradictory and confusing demands that must be considered when defining a cloud strategy?

- A. Volatility
- B. Uncertainty
- C. Complexity
- D. Ambiguity

20) A cloud service provider (CSP) has offered to perform a cloud readiness assessment for an organization.

Which is a significant risk in allowing the CSP to do this work?

- A. The CSP may identify additional requirements that need to be met
- B. The CSP may have a proprietary method for conducting assessments
- C. The CSP may focus the assessment on cloud services that they offer
- D. The CSP may not create an assessment report

21) Prior to approving a business case for an Infrastructure-as-a-Service solution, an organization has employed a technical consultant to review the business case.

Which action should the consultant perform as part of this review?

- A. Ensure that any assumptions made when identifying the Infrastructure-as-a-Service solution are correct
- B. Decide whether continuing with the on-premises solution is a valid option
- C. Perform interviews and surveys to determine the impact of the business case on affected stakeholders
- D. Decide which of the solution options is financially acceptable

22) What should be a priority when considering the operational impact of a migration to cloud services?

- A. The ability to meet existing, agreed service levels
- B. The introduction of new methods of engaging with customers
- C. The opportunity to access new markets and customers
- D. The opportunity to significantly improve the levels of service

23) What is the purpose of a shared responsibility model?

- A. To show what activities are retained by the customer and what activities transfer to the cloud provider
- B. To list all the services offered by a cloud provider and used by a cloud consumer
- C. To record low level details about core processes and service management practices
- D. To provide a description of the problem that the cloud service will solve

24) An organization is creating a request for proposal (RFP) for a Platform-as-a-Service cloud solution to support the software development team.

Which is an example of a utility requirement for the cloud service?

- A. The cloud service will provide a platform for ten developers to write, compile and test application code
- B. The cloud service will be used in development team business hours from 06:00 to 18:00
- C. The cloud service will maintain a customer satisfaction rating of 85%
- D. The cloud service will ensure that unauthorized users cannot access the service

25) Which is an example of a method to reduce over-consumption of cloud resources?

- A. Providing alerts which are linked to cost thresholds
- B. Reducing security and compliance risks
- C. Increasing the budget for cloud services
- D. Providing awareness sessions on the value of cloud services

26) Which is a security risk associated with cloud services?

- A. Disruptions due to technical teams not understanding how the new cloud solution affects their work
- B. The costs associated with the unauthorized purchase of a cloud service
- C. Providing consumer organization staff with access to the cloud service provider's technical environment
- D. The difficulty of moving highly customized services from one cloud service provider to another

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27) An internal IT department provides IT services to other business units. The IT department has created a business case for adding functionality to its Software-as-a-Service cloud solution. It has already communicated the business case to:

- The business units that require the new functionality
- The architects and designers that understand the outsourced solution

Who else should the business case be communicated to?

- A. The users of the software applications
- B. The cloud solution technical experts
- C. The organization's application developers
- D. The senior executives

28) Using a pay-as-you-go cloud model has made it possible for an organization to experiment with emerging technologies. Increased adoption of these technologies has led to increased costs.

Which TWO steps can this organization take to control its costs without discouraging innovation?

- 1. Remove licenses when employees change roles or leave the organization
 - 2. Automatically shut down virtual machines outside of working hours
 - 3. Establish cloud architecture standards to ensure optimal resource allocation
 - 4. Set hard cap budgets that halt consumption when thresholds are exceeded
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- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4

29) An organization is spending significantly more than its centralized budget for cloud services. The organization has analysed the overspend and has concluded that the adoption of cloud services within the business units has been at higher and faster rates than the organization had anticipated.

What is the BEST approach to bring the spending under control?

- A. Introduce budget caps to stop resource provision to the business units after certain thresholds have been met
- B. Increase the central budget for cloud services
- C. Make business unit owners accountable for resource consumption, using chargeback models
- D. Switch to another cloud service provider with lower costs

30) In a VUCA environment, which should an organization focus on, in order to plan its cloud strategy?

- A. Processes
- B. Technology
- C. Value streams
- D. People

31) In which cloud service model would an organization retain control of the operating systems and application solutions?

- A. Infrastructure-as-a-Service
- B. Platform-as-a-Service
- C. Software-as-a-Service
- D. Code-as-a-Service

32) How does a service roadmap contribute to the service consumer's experience of the quality of a cloud service?

- A. By providing insights into the current health of cloud services and notifying the service consumer of outages
- B. By providing information to help the service consumer to prepare for future features and updates
- C. By providing document libraries to help the service consumer to architect and deploy the services
- D. By providing tools to help the service consumer to monitor and manage the cost of cloud services

33) An organization has created a cloud strategy and completed a cloud readiness assessment. They are now researching which services are available and have discovered some new services that could result in great business opportunities for them. Unfortunately, these new services do not fit with the organization's cloud strategy.

What should the organization do NEXT?

- A. Conduct a new cloud readiness assessment to see if the organization is ready for the new services
- B. Evaluate how well each possible service fits with the cloud strategy, and select services that fit best
- C. Review the cloud strategy to understand if it needs to be updated based on this new information
- D. Create a business case for the new services and submit this for approval

34) In which circumstance would a big-bang migration be MOST appropriate?

- A. An organization is focusing on migrating components of the operating model to the cloud over time
- B. A start-up organization is establishing an entirely new line of business
- C. An organization is migrating services in multiple projects in a decentralized way
- D. An organization is facing disruption caused by a competitor launching new services

35) In the context of using cloud services, which cost category includes the costs that are associated with analysing any potential changes to an organization's operating model and organizational structure?

- A. Costs of exploring cloud services
- B. Onboarding costs
- C. Co-creation costs
- D. Operational expenditure (Opex) costs

36) A Return on Investment (ROI) calculation for a project shows that it has an ROI of 100%.

How should this figure be interpreted?

- A. The benefits of the project will be 100 times greater than the costs
- B. The costs of the project will be 100 times greater than the benefits
- C. The costs and benefits of the project will be roughly equal
- D. The value of the project will be 100 times the benefits minus the costs

37) An organization is discussing its service requirements for a public cloud service with a potential service provider. The most important requirements are met by the services offered by the provider. However, it is becoming apparent that some minor requirements cannot be met or incur significant additional costs which the organization is not ready to accept.

Which is the BEST approach for resolving the issue?

- A. The service provider should redefine or eliminate some requirements
- B. The service consumer should redefine or eliminate some requirements
- C. The service provider should adjust the service architecture to meet the requirements
- D. The service consumer should consider a private cloud to reduce costs

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- 38) Which is an example of an onboarding activity involved in moving from on-premises to a cloud Platform-as-a-Service solution to support the software development team?
- A. Providing access to the software applications to be used by the business units
 - B. Negotiating the agreement for the Platform-as-a-Service solution that will replace the current on-site technology
 - C. Identifying the development team's use cases for the Platform-as-a-Service solution that is to be outsourced
 - D. Ensuring that the cloud service provider uses the same proprietary model as the in-house solution
- 39) Which element of cloud strategy would BEST articulate an organization's preference for a public cloud solution?
- A. Scope
 - B. Cloud vision, objectives, and key results
 - C. Cloud deployment and service models
 - D. Future state and roadmap of key initiatives
- 40) Which type of organization is the MOST responsible for achieving compliance for data created within the cloud environment?
- A. A cloud customer
 - B. A cloud service provider
 - C. A cloud integrator
 - D. A regulator

END OF EXAMINATION