Chapter 1: Introduction to ITIL

Fill in the Blanks

1) ITIL is a set of best practices in the field of IT _____ Management.
2) ITIL is successful because it describes practices that enable organizations to deliver _____, return on investment and sustained success
3) The service lifecycle approach considers the strategy, design, transition, operation and continual improvement of IT services.
4) An IT service is made up of a combination of information technology, people and processes.
5) A process is a structured set of _____ designed to accomplish a specific objective.

Answers

1. Service; 2. Benefits; 3. Operation; 4. People; 5. activities

Chapter 2: Service Strategy

Fill in the Blanks

1) A successful IT service strategy sets clear objectives and performance expectations for the IT _____ provider as it serves its targeted _____.
2) Customer perception of value from an IT service is influenced by the combination of two aspects of that service, _____ (its fitness for purpose) and _____ (its fitness for use).
3) Utility is the functionality offered by a product or service to meet a particular _____.
4) Warranty is the assurance that a product or service will meet agreed _____.
5) The business value of an IT service is created by the combination of _____and _____.

Answers:

1) service, customers; 2) Utility, Warranty; 3) Need; 4) Requirement; 5) Utility, Warranty;

Chapter 3: Service Design

Fill in the Blanks

1) Service design is the stage in the lifecycle that turns a _____ into a plan for delivering the business objectives.
2) Service design starts with a set of new or changed _____
3) A standard and consistent service design approach _____ total cost of ownership (TCO)
4) A _____ enables understanding and helps to articulate the distinctive features of a process
5) The purpose of design coordination is to ensure the _____ of the design stage are met

Answers

1. Service strategy; 2. Business requirements; 3. Reduces; 4. Process model ; 5. Goals and Objectives

Chapter 4: Service Transition

Fill in the Blanks

1) The purpose of the service transition stage of the service lifecycle is to _____ that new, modified or retired services meet the expectations of the _____.
2) The scope of ITIL Service Transition includes the _____and improvement of capabilities.
3) Changes are often categorized as major, _____ and minor.
4) A CAB is a group of people that supports the _____of changes.
5) A set of tools and databases that is used to manage _____, information and _____.

Answers:

1) ensure, business; 2) Development 3) significant 4) authorization; 5) knowledge, data

Chapter 5: Service Operation

Fill in the Blanks

1) The purpose of service operation stage is to coordinate and carry out _____ and _____.
2) Activities that form part of a service are included in _____.
3) Service operation reduces the _____ and _____ of service outages.
4) Incident management includes any _____which disrupts, or which could disrupt, a service.
5) _____ is the process responsible for managing all service requests from the users through their lifecycle.

Answers:

1) activities, processes 2) service operation 3) duration and frequency 4) event 5) Request fulfilment

Chapter 6: Continual service improvement

Fill in the Blanks

1) The maturity and capability of the _____, management, processes and people utilized by the services.
2) Uses monitoring and reporting to identify _____for improvement in all lifecycle stages and in all processes.
3) It is recommended that in the early stages of a CSI initiative only two to three KPIs for each CSF are defined, _____ and reported on.
4) The seven-step improvement process includes analysis of the performance and _____ of services, processes throughout the lifecycle, partners and _____.
5) _____ can be undertaken using technology and tools or can be a manual process.

Answers:

1) organization 2) opportunities 3) monitored 4) capabilities; technology 5) Monitoring