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
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