



ITIL® 4 Sales Professional

Sample Paper 1

Question Booklet | Multiple Choice

Examination Duration | 30 Minutes

PeopleCert

Official Training Material

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Question Booklet

Multiple Choice

Examination Duration: 30 Minutes

Instructions

1. You should attempt all 20 questions. Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer 13 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
5. You have 30 minutes to complete this exam.
6. This is a 'closed book' exam. No material other than the exam paper is allowed.

1. Which of the following describes how ITIL contributes to the IT service quality in an organization?
 - A. ITIL helps to optimize IT costs
 - B. ITIL defines clear procedures for IT processes
 - C. ITIL enables delivery of better IT services
 - D. ITIL ensures better management of IT risks

2. A service provider's board of directors ensures that the service provider's service management system is effective and aligned with the service provider's strategy.

Which key component of service value system does this refer to?

- A. Service provision
 - B. Governance
 - C. Warranty
 - D. Service value chain
3. Which is the **CORRECT** approach for managing a large improvement initiative as smaller iterations?
 - A. Each iteration should be designed before starting the initiative and implemented without feedback
 - B. Feedback should only be used when an iteration fails to meet its objective
 - C. Feedback should be reduced for large improvements as it is unlikely that circumstances will change
 - D. Each iteration should be reviewed based on feedback
4. Which dimension of service management does process management and collaboration toolset belong to?
 - A. Organizations and people
 - B. Partners and suppliers
 - C. Information and technology
 - D. Value streams and processes
5. What is the purpose of the ITIL maturity model?
 - A. To identify solutions for implementation of service management practices
 - B. To evaluate organization's service governance and management system, and management practices
 - C. To replace outdated ITIL practices with ITIL 4 guidelines
 - D. To outline the financial benefits of implementing ITIL practices
6. What is the purpose of the ITIL 4 practice guides?
 - A. To support the ITIL core publications with practical guidance
 - B. To support ITIL capability assessment
 - C. To provide guidance on the service management capabilities
 - D. To offer insights into emerging innovative practices

7. What is **CORRECT** about service value streams in organizations?
- A. Service value streams define detailed procedures for user support
 - B. Service value streams ensure every team member has individual tasks
 - C. Service value streams combine management practices into end-to-end workflows
 - D. Service value streams describe how new features are added to IT products
8. What is a potential consequence of an organization not understanding and managing value streams?
- A. The organization may have inefficient workflows
 - B. The organization may experience higher service delivery costs
 - C. The organization will have to hire and train more employees
 - D. The organization's IT systems will have limited scalability
9. What should the ITIL maturity model **NOT** be used for?
- A. Informing the organization's improvement planning by highlighting areas that need improvement
 - B. Monitoring the progress of improvements to the organization's service management capabilities
 - C. Assessing the organization's progress and achievements in adopting ITIL recommendations
 - D. Tracking the progress of improvements to the organization's service management maturity
10. A service provider is planning an ITSM improvement programme. The implementation team has considered management practices and other components of the SVS to be included in the programme scope.
- What other consideration should the team take into account?
- A. Governance and improvement
 - B. People, workflows, suppliers, and tools
 - C. Guiding principles
 - D. Service value chain
11. What is capability assessment used for?
- A. To identify and plan improvements of practices
 - B. To understand the level of organizational governance
 - C. To confirm compliance with quality management standard
 - D. To analyse and report quality of services
12. Which area of strategic focus emphasizes the importance of meeting the needs of interested parties?
- A. Organizational resilience
 - B. Business alignment/effectiveness
 - C. Operational excellence/efficiency
 - D. Organizational agility

13. A service provider is aiming to achieve organizational resilience.

Which IT objective should the service provider achieve?

- A. Reduce losses from incidents
- B. Improve customer satisfaction
- C. Deliver projects on time
- D. Improve return on IT investments

14. Key stakeholders are not sure what should be achieved by an ITSM implementation.

What is the likely consequence of this?

- A. Insufficient project budget
- B. Errors in the ITSM tool configuration
- C. Frequent changes of the project objectives
- D. Ineffective change management

15. What is a likely effect of lack of skilled resources on an ITSM toolset implementation project?

- A. Slower user adoption
- B. Poor configuration of the software
- C. Unclear project expectations
- D. Increased project complexity

16. An organization has invited a specialized service provider to help with the planning of an ITSM tool implementation.

Which cost type is this an example of?

- A. Cloud infrastructure services fees
- B. Software licensing fees
- C. Consulting and professional services fees
- D. Software development services fees

17. An organization is planning an ITSM implementation. A part of the project budget is allocated to transferring the service management records to the new ITSM system. The transfer will be done by an external supplier.

Which cost type do these expenses belong to?

- A. Maintenance and support costs
- B. Software licensing costs
- C. Integration costs
- D. Consultancy costs

18. Which method should be used to assess an ITSM project progress and performance?
- A. Net promoter score
 - B. Earned value analysis
 - C. Process performance analysis
 - D. User satisfaction score
19. How do workflow management and collaboration tools support service management practices?
- A. They help to record, analyse, and visualize relationships between service components
 - B. They help to track and manage ITSM objects from creation to closure
 - C. They are used to understand and highlight trends, and predict future events
 - D. They are used to visualize and present key performance indicators
20. Which tools should a service provider use to evaluate performance of service value streams?
- A. Analysis and reporting tools
 - B. Knowledge management tools
 - C. Service configuration management tools
 - D. Work planning and prioritization tools

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