



ITIL® 4 Sales Professional

# Sample Paper 2

Question Booklet | Multiple Choice

Examination Duration | 30 Minutes

**PeopleCert**

Official Training Materials

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## Sample Paper 2:

### 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 is a benefit of ITIL for IT service providers?
  - A. Increase of the IT budget
  - B. Better support of the customer processes
  - C. Optimization of the service delivery costs
  - D. Better visibility of IT incidents' impact
  
2. What is described by the service value system?
  - A. All the resources and activities of the organization enabling benefits for stakeholders
  - B. A software system designed to automate workflows and communications of a service provider
  - C. Software, and other service components delivering agreed functionality to customers
  - D. Relationships between service providers and service consumers in a wider social and economic ecosystem
  
3. How should an organization apply the guiding principle 'collaborate and promote visibility' to help reduce resistance to planned improvements?
  - A. By providing information about the improvement to essential stakeholders only
  - B. By regularly sharing the progress of the improvement with all relevant stakeholders
  - C. By informing customers after all improvements have been successfully implemented
  - D. By engaging every stakeholder group in the same way, with the same messages
  
4. Which dimension of service management considers design and execution of cross-organizational activities related to software maintenance and support?
  - A. Organizations and people
  - B. Information and technology
  - C. Partners and suppliers
  - D. Value streams and processes
  
5. Which should **NOT** be considered a valid expectation from an ITIL maturity assessment?
  - A. Practice managers expect recommendations for practice improvement
  - B. Top management expects a review of service governance
  - C. Continual improvement manager expects a validation of their improvement efforts
  - D. Service management team expects a confirmation of successful ITIL adoption
  
6. How should a service provider use ITIL practice guides to assess results and efficiency of management practices?
  - A. Use 'practice success factors' and 'key metrics' to develop a measurement and reporting system
  - B. Use 'processes' and 'roles' to establish a performance assessment system
  - C. Use 'capability levels' and 'capability criteria' to establish a maturity assessment system
  - D. Use 'processes' and 'competency model' to establish a service performance system
  
7. What is the **FIRST** step to analysis and improvement of an organization's service value streams?
  - A. To define a vision of the target value streams
  - B. To eliminate 'waste' from the current value streams
  - C. To educate all employees about value stream mapping
  - D. To identify and document the existing service value streams

8. Which statement about value streams is **CORRECT**?
- A. Value streams should remain unchanged once established
  - B. Value streams are solely based on service management bodies of knowledge
  - C. Value streams should be reviewed and optimized
  - D. Value streams should be designed and managed by a specialized consultant
9. Which component of service value system ensures that organization meets stakeholder requirements?
- A. Practices
  - B. Governance
  - C. Service value chain
  - D. Guiding principles
10. A service provider has completed an ITIL maturity assessment and received a final report from the assessor.
- How should the service provider use the report?
- A. To justify issue of a maturity level certificate
  - B. To identify what should be changed in the service management system
  - C. To identify and plan improvements to products and services
  - D. To justify investments in the completed assessment
11. What makes an ITSM assessment report fit for purpose?
- A. It describes maturity of the organization
  - B. It refers back to the agreed scope and objectives
  - C. It describes how to achieve a higher capability level
  - D. It refers back to the selected best practices
12. How does ITIL support definition of an ITSM implementation scope?
- A. Service value system helps to identify services to be included in the scope
  - B. Practice guides help to identify practices to be included in the scope
  - C. ITIL maturity model helps to identify practices to be included in the scope
  - D. Continual improvement model helps to identify resources to be included in the scope
13. Which area of strategic focus is concerned with reducing the impact of incidents on business?
- A. Business alignment/effectiveness
  - B. Organizational agility
  - C. Organizational resilience
  - D. Operational excellence/efficiency
14. Which risk is created by poor preparation for changes in processes, roles, and culture during ITSM implementation?
- A. Uncontrolled changes of the project scope
  - B. Unclear and conflicting expectations
  - C. Poor acceptance of the new ways of working
  - D. Excessive use of the project resources

15. What leads to low stakeholder satisfaction with ITSM implementations?
  - A. Changes in project scope
  - B. Unclear expectations
  - C. Overcomplicated change management
  - D. Lack of project reporting
  
16. Which costs of ITSM implementation include the expenses associated with establishing data exchange between the new ITSM toolset and infrastructure monitoring tools?
  - A. Consulting services fees
  - B. Integration services fees
  - C. Software maintenance services fees
  - D. Software licensing fees
  
17. Which costs are directly related to preparing organization's employees for working with new ITSM practices, software, and partners?
  - A. Consulting and professional services fees
  - B. Training and education fees
  - C. Integration services fees
  - D. Software support services fees
  
18. How does the Net Promoter Score (NPS) metric help to improve an organization's service management system?
  - A. It helps to identify projects affecting users
  - B. It helps to increase change adoption rate
  - C. It helps to increase process efficiency
  - D. It helps to identify services that need attention
  
19. How do service configuration management tools support service management practices?
  - A. They help to configure service quality reports for customers
  - B. They help to understand how planned changes may affect users
  - C. They are used to exchange information between the team members involved in the processes
  - D. They are used to manage lifecycle of incidents and problems
  
20. What tools should a service provider use to increase transparency of backlogs and progress of the assignment fulfilment?
  - A. Knowledge management tools
  - B. Service configuration management tools
  - C. Work planning and prioritization tools
  - D. Analysis and reporting tools

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