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Topic Break Down

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QUESTION NO: 1

Which of the following definitions best describes the IT Infrastructure Library (ITIL)?

A. A documented framework of proven best practices in Service Management

B. A prescriptive process for managing Service Improvement Projects

C. A methodology for supporting and delivering IT services

D. A quality standard in managing customer relationships

ANSWER: A

Explanation:

A documented framework of proven best practices in Service Management is the best description of ITIL. ITIL is a globally used body of guidance for IT service management (ITSM): it organizes established practices, concepts, and principles that help organizations plan, deliver, support, and continually improve services that create value for customers and other stakeholders. It is intentionally a framework rather than a rigid, one-size-fits-all operating procedure. Organizations select and adapt the practices and guidance that fit their service environment, business objectives, risks, technologies, and governance needs.

In its current form, ITIL emphasizes value co-creation, service value systems, guiding principles, continual improvement, and management practices. This makes the wording “documented framework” especially appropriate: the ITIL publications document a shared, scalable set of service-management best practices rather than requiring a single mandatory implementation model. The guidance can be applied to IT-enabled services across operational support, service design, change, incident response, supplier management, measurement, and improvement activities. PeopleCert’s official ITIL overview describes ITIL as a framework for managing IT-enabled services and creating value through service management. See PeopleCert’s ITIL certification overview and AXELOS ITIL guidance.

QUESTION NO: 2

Which of the following is NOT an element of Availability Management?

A. Verification

B. Security

C. Reliability

D. Maintainability

ANSWER: A

Explanation:

Verification is the correct response because it is not a core characteristic used by Availability Management to plan, measure, analyze, and improve a service’s ability to perform as agreed. Availability Management is concerned with ensuring that services and components can deliver required availability levels over time. Its analysis commonly considers reliability, maintainability, serviceability, resilience, performance, and security-related factors that can affect the continuity and dependability of service delivery. Verification may be an activity used in testing, validation, audits, change controls, or quality assurance, but it is not identified as an availability characteristic or element in the Availability Management discipline itself. In practical improvement work, teams use availability measures and supporting characteristics to understand downtime, restore service efficiently, and prevent recurrence. This focus aligns with ITIL’s service-management approach, in which availability is managed to ensure services meet agreed business needs and targets. See the AXELOS ITIL overview and the Atlassian overview of availability management for further context on the purpose and scope of availability management.

QUESTION NO: 3

Which of the following is the primary purpose of a Definitive Media Library?

A. To store and protect authorized versions of software and related configuration items

B. To maintain records of all incidents reported by users

C. To hold backups of business data from live systems

D. To document service-level targets for each customer

ANSWER: A

Explanation:

To store and protect authorized versions of software and related configuration items is correct. The Definitive Media Library (DML), historically also called the Definitive Software Library, is a secure repository for approved and controlled software versions, installation media, documentation, and related release artefacts. Its purpose is to preserve the integrity and traceability of release components so that authorized software can be built, deployed, recovered, and audited reliably. A DML is not a repository for all live operational data, nor is it the mechanism for recording all configuration-item relationships; that information is maintained through service configuration management. See AXELOS guidance on service configuration management.

QUESTION NO: 4

The major difference between a CMDB and an asset register is that CMDB holds information on:

A. Documentation

B. Software

C. The IT environment

D. Relationships

ANSWER: D

Explanation:

Relationships is correct. A configuration management database (CMDB) records configuration items (CIs), their relevant attributes, and—most importantly—the relationships and dependencies among them. For example, it can show that a business service depends on an application, that the application runs on particular servers, and that those servers are connected to specific network and storage components. This relationship information creates a contextual model of the IT environment, allowing teams to assess the potential effect of an incident, change, failure, or planned release across connected services and components.

An asset register is primarily an inventory and control record for assets. It commonly captures details such as identification numbers, ownership, location, acquisition information, cost, and lifecycle status. Although both repositories can contain information about hardware, software, and documentation, the CMDB's defining value is its structured representation of how managed configuration items interact and depend on one another. ITIL describes configuration management as maintaining reliable information about configuration items and their relationships; this information supports effective service management decisions and impact analysis. See AXELOS: What is a CMDB? and ServiceNow: What is a CMDB?.

QUESTION NO: 5

During the release planning stage, you identify that the changes you are about to make to a service will necessitate changes in related software systems. Once all the changes have been fully tested, which type of release will be used to deliver them into the live environment?

A. Full Release

B. Package Release

C. Emergency

D. Delta Release

ANSWER: B

Explanation:

Package Release is correct because the planned implementation includes coordinated changes to a service and to related software systems. In release-management practice, a release package is a collection of one or more authorized, tested changes that are grouped and deployed together as a controlled unit. Grouping dependent changes in a single package helps ensure that the components needed for the revised service are introduced in the correct, compatible configuration, rather than exposing the live environment to only part of an interdependent solution.

The stated completion of testing is also significant: the package is ready to progress through the normal release and deployment process after its constituent changes have been verified. Release planning identifies the contents, dependencies, schedule, deployment approach, and controls for such a package, while deployment moves the approved package into the live environment. This coordinated approach supports service continuity, traceability, and effective validation after implementation. ITIL guidance describes release management as making new and changed services and features available for use, and emphasizes managing releases in a controlled manner. See the AXELOS overview of ITIL service management and the Atlassian ITIL release-management guide.

QUESTION NO: 6

Which of the following is the most appropriate reason for testing an IT service continuity plan?

A. To confirm that recovery arrangements can meet agreed business requirements

B. To eliminate the need for a business impact analysis

C. To ensure that all service incidents are prevented

D. To replace management authorization of continuity arrangements

ANSWER: A

Explanation:

To confirm that recovery arrangements can meet agreed business requirements is correct. Testing provides evidence that continuity plans, recovery procedures, resources, communications, and dependencies are practical and capable of supporting the required recovery objectives. Exercises can reveal gaps in documentation, unavailable resources, untrained personnel, technical failures, or assumptions that are no longer valid. Results should be documented and used to improve continuity arrangements. Simply distributing the plan, confirming that it has management approval, or checking that it has been stored securely does not demonstrate that recovery can be performed successfully within agreed requirements. See NIST SP 800-34 Rev. 1, Contingency Planning Guide and ISO 22301:2019 Business Continuity Management Systems.