



- 1. Highlight negatives in the question (e.g. NOT) so you don't mistakenly answer.
- 2. Business-focused answers are likely to be correct.
- 3. Are there words in the question that belong to a process? e.g. "cause" belongs to Problem management.
- 4. Eliminate obvious wrong answers to reduce choice.
- 5. Glib statements and silly answers are usually wrong.
- 6. Absolute terms are often wrong life isn't like that!. E.g. "must", "always", "every".
- 7. "Best describes" usually means "find the answer that has nothing wrong in it".
- 8. When asked to sequence some activities, or align items from two lists, don't assume that because the first two look right that you have the answer. Check all parts.
- 9. If the process uses a record: the final activity is "Close the record"; the penultimate activity is "Review".
- 10. Benefits and Problems are described using different types of language: Benefits use e.g. "better", "improved", "quicker" whereas Problems use e.g. "reduced", "lack of...", or "failure to...".
- 11. Words ending in –ILITY belong to Availab-ILITY (i.e. reliability, maintainability, serviceability, vulnerability (used in CRAMM, so also used in ITSCM).

Last Resorts

If you really can't decide between a number of answers based on your ITIL knowledge or by using the above tips, then as a last resort try:

- 1. The longest answer is sometimes the correct answer. It takes more words to explain ITIL!
- 2. If you have time to spare, look at other questions, they might include the answer you seek.