



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.