



The ITIL® Sustainability Examination

Sample Paper

Question Booklet

Multiple Choice

Examination Duration: 60 minutes

Instructions

1. You should attempt all 35 questions. Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer 23 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
5. You have 60 minutes to complete this exam.
6. This is a 'closed book' exam. No material other than the exam paper is allowed.

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- 1) Which is NOT an aim of the UN global compact principles?
 - A. To provide a step-by-step approach to achieving sustainability
 - B. To provide high-level guidance for setting sustainability goals
 - C. To provide a universal language for corporate responsibility
 - D. To provide a starting point for the development of standards and policies

- 2) Where would a procedures-based approach be more suitable than a principles-based approach?
 - A. In an unpredictable environment where there can be one right way for solving a challenge
 - B. In an unpredictable environment where the circumstances can rapidly change
 - C. In a highly predictable environment where the cause and effect relationship can be observed
 - D. In a highly predictable environment where there are no effective constraints

- 3) Which is an example of a sustainable business model supported by digital technology?
 - A. Use of solar panels to produce electricity for residential and business consumers
 - B. Shopping bags produced from recycled shopping bags
 - C. Making some housekeeping services in hotels optional or chargeable
 - D. Use of teleconferencing instead of face-to-face meetings

- 4) Which is the BEST description of externalities in sustainability?
 - A. An organization's actions that have no impact on internal or external stakeholders
 - B. An organization's actions that have a significant negative impact on individuals
 - C. An organization's actions that have a significant positive impact on large social groups
 - D. An organization's actions that have a positive or negative impact on third parties

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- 5) How does donating hardware to schools or charities contribute to an organization's sustainability?
- A. It helps to reduce digital poverty
 - B. It helps to reduce the organization's digital carbon footprint
 - C. It helps the organization to source products responsibly
 - D. It helps to reduce greenhouse gas emissions

- 6) An organization is defining its sustainability vision. They have identified the relevant sustainability topics, established guidance on how to make choices about the organization's direction, and prioritized their resources for the most important sustainability issues.

What additional action should the organization perform?

- A. Select the most relevant United Nations sustainable development goals
 - B. Review the available sustainability frameworks
 - C. Perform a materiality assessment
 - D. Agree the application of the guiding principles
- 7) Which are identified in the materiality assessment?
- A. Sustainability topics that have a high impact on the organization's business positioning and strategy
 - B. Sustainability topics outside the reasonable control of the organization and difficult to address
 - C. Sustainability topics that have a low impact on the organization's business positioning and strategy
 - D. Sustainability topics that are in conflict with the United Nations sustainable development goals (SDGs) and will not change for at least 10 years
- 8) How does an audit benefit an organization's sustainability journey?
- A. It creates an approach to sourcing
 - B. It articulates the organization's sustainability needs
 - C. It helps to define a sustainability strategy
 - D. It identifies improvement opportunities

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- 9) Which is an example of a risk treatment activity?
- A. Introducing training courses to address a possible lack of understanding of sustainability issues in the organization
 - B. Assessing the probability that working practices in the organization create excessive waste
 - C. Reviewing previous risk assessments to establish whether technical innovation is a source of risk for the organization
 - D. Working with a potential supplier to understand its sustainability approach and practices
- 10) How should the United Nations sustainable development goals (SDGs) be leveraged when defining an organization's sustainability vision?
- A. An organization should choose the most relevant goals on which to base its sustainability vision
 - B. An organization should apply the goals at the corporate level and not at the operational level
 - C. An organization should incorporate all the goals in its sustainability vision
 - D. An organization should ensure that it adopts the goals in the same way as other nations
- 11) Which practice is PRIMARILY responsible for ensuring that the organization's applications meet the agreed sustainability requirements?
- A. Infrastructure and platform management
 - B. Strategy management
 - C. Software development and management
 - D. Supplier management
- 12) An organization has established a programme to support educational initiatives within the local community.

Which pillar of the triple bottom line approach is this an example of?

- A. Financial growth
- B. Social progress
- C. Environmental stewardship
- D. Economic growth

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13) Which is a key element of an organization's sustainability strategy?

- A. Rules on how to categorize stakeholders based on their influence and interest
- B. Details of how the materiality assessment will be performed
- C. The means of transitioning from the current state to the sustainable business model
- D. The actions required to select the relevant United Nations sustainable development goals (SDGs)

14) An organization is conducting a materiality assessment. As part of the first step, the organization has identified the key stakeholders.

What should the organization do NEXT?

- A. Understand the topics in scope and create criteria for their prioritization
- B. Start a project to thoroughly research the trends
- C. Create an assessment report to improve the organization's sustainability strategy
- D. Integrate the topics in scope with a sustainability risk assessment

15) Existing and potential investors have challenged an organization to reduce its carbon footprint. The organization has also received a small number of complaints from customers about an inability to recycle the packaging of its products. Based on this feedback the organization has recently updated its stakeholder map.

Which TWO statements about managing the needs of these stakeholders are CORRECT?

- 1. Fully engage the investors in sustainability planning efforts
 - 2. Fully engage the customers in designing changes to product packaging
 - 3. Monitor investor feedback and periodically communicate the status of sustainability planning efforts
 - 4. Monitor customer feedback and periodically communicate the status of efforts to improve the packaging
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- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4

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16) Which stakeholders are MOST LIKELY to care about the organization's financial sustainability?

- A. Users
- B. Suppliers
- C. Society
- D. Investors

17) Which type of sustainability approach would involve a company doing more than just meeting legal requirements?

- A. Mandatory regulations
- B. Voluntary sustainability practices
- C. Mandated sustainability reporting
- D. Enforced industry agreements

18) An organization has decided to create a materiality assessment and needs to make sure that it engages relevant stakeholders. They want to proceed quickly.

Which is a recommendation they should follow?

- A. Prioritize sustainability topics based on the priorities communicated by the friendliest stakeholder
- B. Amend the draft list of sustainability topics to address the aspirations of the target audience
- C. Limit initial discussions to customers only, and later present suppliers with the final results
- D. Publish the materiality assessment without spending time on seeking management approval

19) Which concept refers to the sustainability challenge of dealing with digital technologies that have come to the end of their lifecycle?

- A. Digital poverty
- B. E-waste
- C. Digital carbon footprint
- D. Net zero

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- 20) Which is a characteristic of financial metrics for sustainability?
- A. Benefits of sustainability cannot indirectly impact the financial results
 - B. Causation between benefits and sustainability initiatives can be difficult to confirm
 - C. Lifecycle costs of products and services are often based on precise calculations
 - D. Total costs and benefits of sustainability are often easy to calculate
- 21) For an organization that operates in a market with strict environmental regulations, which would be the MOST LIKELY benefit of sourcing resources from third parties that have similar sustainability goals?
- A. Increased innovation
 - B. Improved brand perception
 - C. Improved compliance
 - D. Increased profitability
- 22) Which practice includes maintaining the sustainability vision and ensuring that plans are up-to-date and relevant?
- A. Project management
 - B. Workforce and talent management
 - C. Strategy management
 - D. Organizational change management
- 23) Which is a recommended approach to evaluating the Return on Investment (ROI)/Value on Investment (VOI) of a sustainability initiative?
- A. Focus on financial returns
 - B. Wait until the costs and impacts are fully known
 - C. Consider the predicted development of legislation
 - D. Evaluate each initiative in isolation

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- 24) Which is an impact of the service economy on achieving sustainability goals?
- A. It positively impacts the achievement of sustainability goals through the reduction of greenhouse gases emissions
 - B. It positively impacts the achievement of sustainability goals through the increase of consumer consumption
 - C. It negatively impacts the achievement of sustainability goals through the consumers moving from owning to accessing resources when needed
 - D. It negatively impacts the achievement of sustainability goals through the producers optimizing their performance and product quality
- 25) Which is a source of sustainability risk?
- A. The mature sustainability practices of service consumers
 - B. Regular review of risk registers
 - C. Interviews with customers, users and technical staff
 - D. The use of resources from unknown and non-transparent suppliers
- 26) What represents the governance aspects of due diligence?
- A. Safety and elimination of discrimination
 - B. Policies and anti-money laundering
 - C. Conflict minerals and pollution
 - D. Health and hazardous substances

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27) An organization is planning to replace a financial management system with a new Software-as-a-Service (SaaS) offering. The financial director will make the final decision on how this is done because it will transform how the finance department will work.

Which approach should the organization follow to ensure an appropriate level of communication with the financial director?

- A. Keep the financial director regularly informed to maintain their interest and address any issues or concerns promptly
- B. Keep the financial director satisfied, maintain their interest through informative high value contacts and reassure that their voices are being heard on key issues
- C. Manage the relationship with financial director closely, ensure that they are fully engaged and make efforts to address their concerns and requirements
- D. Monitor the financial director's attitude and keep them informed, but do not overload them with unnecessary information

28) In a circular economy, where do the materials for new products mostly come from?

- A. From countries along the same latitude or longitude
- B. From reused, remanufactured, or recycled old products
- C. From production plants using renewable energy sources
- D. From privately owned not-for-profit global enterprises

29) In the context of sustainability planning, which is MOST LIKELY to increase the long-term sustainability of an organization and its ecosystem?

- A. Managing in-house environmental impacts
- B. Focusing on compliance with regulations
- C. Investing in staff competencies
- D. Involving all affected stakeholders

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- 30) Which statement about digital transformation and its role in sustainability is INCORRECT?
- A. Many strategic sustainability initiatives are likely to be enabled or supported by a digital transformation
 - B. The new ways of working introduced by digital transformation should meet the current and anticipated sustainability requirements
 - C. The business and operating models introduced by digital transformation should be sustainable
 - D. Digital transformation should be considered as the final goal in the sustainability journey
- 31) Which is the BEST description of sustainable development?
- A. Global efforts to ensure that the needs of both the present and future generations are met
 - B. An approach which covers social, environmental, and economic goals
 - C. A set of organizational responsibilities towards people and the environment
 - D. An approach for an organization to calculate, report and optimize its carbon emissions
- 32) Which example of sustainability culture is associated with the social pillar?
- A. The organization develops a safe and fair workspace across the organization
 - B. The organization invests in its intellectual and human capital
 - C. The organization invests in reforestation and renewable energy sources
 - D. The organization encourages its partners to contribute to the environmental goals
- 33) An organization is planning to carry out a sustainability risk assessment. They will create scenarios to help them identify what risks they should include in the risk analysis.
- How can they BEST identify the highest priority areas to consider for this risk assessment?
- A. Use a stakeholder map
 - B. Use the UN global compact principles
 - C. Use the United Nations sustainable development goals (SDGs)
 - D. Use the output of a materiality assessment

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34) In the context of an organization's overall business vision, which statement about its sustainability vision is MOST CORRECT?

- A. The sustainability vision is described in an isolated vision statement and strategy
- B. The sustainability vision both supports and may change the purpose of the business
- C. The sustainability vision describes how the business acquires resources for its products and services
- D. The sustainability vision supports the business' efforts to minimize its impact on the environment

35) An organization is defining its sustainability vision. The executive team wants to ensure that the vision is aligned with the expectations of stakeholders. They also want to ensure that it is aligned with the organization's market position, and it takes account of the organization's resources and constraints.

Which is the BEST action for the organization to take?

- A. Conduct a materiality assessment
- B. Choose the most relevant United Nations sustainable development goals (SDGs)
- C. Identify the most relevant UN global compact principles
- D. Develop a separate vision and strategy for sustainability

END OF EXAMINATION