

# BH0-012<sup>Q&As</sup>

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**QUESTION 1**

Which of the following are the MAIN objectives of incident management?

1.  
To automatically detect service-affecting events
  2.  
To restore normal service operation as quickly as possible
  3.  
To minimize adverse impacts on business operations
- A. 1 and 2 only  
B. 2 and 3 only  
C. 1 and 3 only  
D. All of the above

Correct Answer: B

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**QUESTION 2**

Which areas of service management can benefit from automation?

1.  
Design and modelling
  2.  
Reporting
  3.  
Pattern recognition and analysis
  4.  
Detection and monitoring
- A. 1, 2 and 3 only  
B. 1, 3 and 4 only  
C. 2, 3 and 4 only  
D. All of the above

Correct Answer: D

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**QUESTION 3**

What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

Correct Answer: A

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**QUESTION 4**

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

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**QUESTION 5**

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C

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