BH0-012^{Q&As}

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QUESTION 1

Which one of the following includes four stages called Plan, Do, Check and Act?

A. The Deming cycle

B. The continual service improvement approach

C. The seven-step improvement process

D. The service lifecycle

Correct Answer: A

QUESTION 2

Which of the following is an objective of business relationship management?

A. To identify patterns of business activity

B. To ensure high levels of customer satisfaction

C. To secure funding to manage the provision of services

D. To ensure strategic plans for IT services exist

Correct Answer: B

QUESTION 3

Which process is responsible for managing relationships with vendors?

A. Change management

B. Service portfolio management

C. Supplier management

D. Continual service improvement

Correct Answer: C

QUESTION 4

Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not

B. Resources and capabilities are both types of service asset

C. Capabilities are types of service asset and resources are not

D. Neither capabilities nor resources are types of service asset

Correct Answer: B

QUESTION 5

Which one of the following is the BEST description of a service request?

A. A request from a user for information, advice or for a standard change

B. Anything that the customer wants and is prepared to pay for

C. Any request or demand that is entered by a user via a self-help web-based interface

D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

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