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QUESTION 1

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware
- B. Describes how the configuration items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 2

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

Correct Answer: B

QUESTION 3

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 4

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centers and other buildings
- B. Managing access to computer rooms and other secure locations



C. Managing access to the service desk

D. Managing the rights to use a service or group of services

Correct Answer: D

QUESTION 5

Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)

B. Configuration management system (CMS)

C. Statement of requirements (SOR)

D. Standard operating procedures (SOP)

Correct Answer: B

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