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QUESTION 1

Which one of the following activities are carried out during the Where do we want to be? step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements
- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

QUESTION 2

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 3

Which of the following are managed by facilities management?

- 1.
Hardware within a data centre or computer room
 - 2.
Applications
 - 3.
Power and cooling equipment
 - 4.
Recovery sites
- A. 1, 2 and 3 only



- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

Correct Answer: C

QUESTION 4

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 5

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

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