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QUESTION 1

Which of the following would be examined by a major problem review?

1.
Things that were done correctly
 2.
Things that were done incorrectly
 3.
How to prevent recurrence
 4.
What could be done better in the future
- A. 1 only
B. 2 and 3 only
C. 1, 2 and 4 only
D. All of the above

Correct Answer: D

QUESTION 2

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 3

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB



D. The ECAB will be chaired by the IT director

Correct Answer: C

QUESTION 4

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1.

Providing an understanding of what strategy is

2.

Ensuring a working relationship between the customer and service provider

3.

Defining how value is created

A. 1 only

B. 2 only

C. 3 only

D. All of the above

Correct Answer: D

QUESTION 5

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

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