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QUESTION 1

Which of the following CANNOT be provided by a tool?

A. Knowledge

B. Information

C. Wisdom

D. Data

Correct Answer: C

QUESTION 2

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board

B. The change advisory board

C. The change implementer

D. The change manager

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 process will perform risk analysis and review of all suppliers and contracts on a regular basis?

A. The service level management

B. The IT service continuity management

C. The service catalogue management

D. The supplier management

Correct Answer: D

QUESTION 5

Which of the following are basic concepts used in access management?

A. Personnel, electronic, network, emergency, identity

B. Rights, access, identity, directory services, service/service components

C. Physical, personnel, network, emergency, service

D. Normal, temporary, emergency, personal, group

Correct Answer: B

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