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QUESTION 1

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

Correct Answer: B

QUESTION 2

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfillment
- B. Service portfolio management
- C. Service desk
- D. IT finance

Correct Answer: A

QUESTION 3

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Correct Answer: D

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 of the following are the MAIN objectives of incident management?

1.

To automatically detect service-affecting events

2.

To restore normal service operation as quickly as possible

3.

To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only C

C. 1 and 3 only

D. All of the above

Correct Answer: B

QUESTION 6

Which of the following are within the scope of service asset and configuration management?

1.

Identification of configuration items (CIs)

2.



Recording relationships between CIs

3.

Recording and control of virtual CIs

4.

Approving finance for the purchase of software to support service asset and configuration management

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 2 and 4 only
- D. 3 and 4 only

Correct Answer: A

QUESTION 7

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 8

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Correct Answer: C

QUESTION 9



Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 10

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

QUESTION 11

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Correct Answer: A

QUESTION 12

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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