

58^{Q&As}

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QUESTION 1

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier
- D. Administrator

Correct Answer: B

QUESTION 2

What is a characteristic of a process?

- A. It requires a specific tool
- B. It is performance driven and measurable
- C. It provides generic technical skills and resources
- D. It does not react to a specific trigger

Correct Answer: B

QUESTION 3

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

- A. The ECAB considers every high priority request for change (RFC)
- 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 one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change

B. Anything that the customer wants and is prepared to pay for

C. Any request or demand that is entered by a user via a self-help web-based interface

D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

QUESTION 5

When can a known error record be raised?

1.

At any time it would be useful to do so

2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

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