

58^{Q&As}

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QUESTION 1

A Service design package (SDP) would normally be produced for which of the following?

1.

A new IT service

2.

A major change to an IT service

3.

An emergency change to an IT service

4.

An IT service retirement

A. 2, 3 and 4 only

B. 1, 2 and 4 only

C. None of the above

D. All of the above

Correct Answer: B

QUESTION 2

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

A. Early Life Support

B. Service Test Manager

C. Evaluation

D. Release Packaging and Build Manager

Correct Answer: A

QUESTION 3

Which of the following is the best definition of IT service management?

A. An internal service provider that is embedded within a business unit

B. A complete set of all the documentation required to deliver world class services to customers

- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

QUESTION 4

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

- A. Service level management
- B. Financial management
- C. Demand management
- D. Risk management

Correct Answer: B

QUESTION 5

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

Correct Answer: B

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