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QUESTION 1

Event management, problem management, access management and request fulfillment are part of which stage of the service lifecycle?

A. Service strategy

B. Service transition

C. Service operation

D. Continual service improvement

Correct Answer: C

QUESTION 2

Which of the following is NOT defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

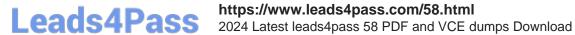**QUESTION 3**

What three elements make up the Service Portfolio?

A. Customer portfolio, service catalogue and retired services

B. Customer portfolio, configuration management system and service catalogue

C. Service pipeline, service catalogue and retired services

D. Service pipeline, configuration management system and service catalogue

Correct Answer: C

QUESTION 4

Which one of the following would NOT involve event management?

A. Intrusion detection

B. Recording and monitoring environmental conditions in the data centre

C. Recording service desk staff absence

D. Monitoring the status of configuration items

Correct Answer: C

QUESTION 5

Which three types of metric support Continual Service Improvement (CSI) activities?

A. Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics

B. Process metrics, software metrics and financial metrics

C. Technology metrics, process metrics and service metrics

D. Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

Correct Answer: C

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