BH0-012 Q&As

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QUESTION 1

Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)

B. Third-party contracts

C. The service portfolio

D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 2

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

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 one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Correct Answer: A

QUESTION 5

Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented

B. Public frameworks are always cheaper to adopt

C. Public frameworks are prescriptive and tell you exactly what to do

D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

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