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QUESTION 1

Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers

B. A service that cannot be allowed to fail

C. One which is not covered by a service level agreement

D. A service not directly used by the business

Correct Answer: A

QUESTION 2

What do customer perceptions and business outcomes help to define?

A. The value of a service

B. Governance

C. Total cost of ownership (TCO)

D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 3

Which process is responsible for providing the rights to use an IT service?

A. Incident management

B. Access management

C. Change management

D. Request fulfillment

Correct Answer: B

QUESTION 4

The consideration of value creation is a principle of which stage of the service lifecycle?

A. Continual service improvement

B. Service strategy

C. Service design

D. Service transition

Correct Answer: B

QUESTION 5

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes

B. Service strategy: Develop the offerings

C. Service transition: Plan and prepare for deployment

D. Service operation: IT operations management

Correct Answer: A