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EXIN Business Information Management Foundation with reference to
BISL

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QUESTION 1

Which activity belongs to the process End user support?

- A. dealing with calls about errors in the functionality
- B. monitoring the usage of the information systems
- C. adding new end users to a table

Correct Answer: A

QUESTION 2

Which is a control aspect within Operational supplier management?

- A. continuity
- B. quality
- C. time

Correct Answer: A

QUESTION 3

According to the customer database of a wholesaler, a customer is entitled to 15% discount on the invoice total. After negotiation, the customer gets a discount of 20%. Who is responsible for modifying the discount percentage for this customer in the customer database?

- A. the business information manager
- B. the end user organization
- C. the technical infrastructure manager

Correct Answer: B

QUESTION 4

What is a subject of Information portfolio management?

- A. the current service level agreements
- B. the resources for the information provisioning
- C. the performance of the helpdesk

Correct Answer: B

QUESTION 5

Which process produces the transition plan with a roadmap for the transition?

- A. Transition
- B. Prepare transition
- C. Design non-automated information systems

Correct Answer: C

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