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QUESTION 1

Contracts are used to define:

- A. The provision of IT services or business services by a Service Provider
- B. The provision of goods and services by Suppliers
- C. Service Levels that have been agreed between the Service Provider and their Customer
- D. Metrics and Critical Success Factors (CSFs) in an external agreement

Correct Answer: B

QUESTION 2

Which Functions are included in IT Operations Management?

- A. Network Management and Application Management
- B. Technical Management and Change Management
- C. IT Operations Control and Facilities Management
- D. Facilities Management and Release Management

Correct Answer: C

QUESTION 3

With which process is Problem Management likely to share categorization and impact coding systems?

- A. Incident Management
- B. Service Asset and Configuration Management
- C. Capacity Management
- D. IT Service Continuity

Correct Answer: A

QUESTION 4

Which of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a

common purpose

C. The management of functions within an organization to perform certain activities

D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 5

Which statement BEST represents the guidance on incident logging?

A. Incidents must only be logged if a resolution is not immediately available

B. Only incidents reported to the Service Desk can be logged

C. All incidents must be fully logged

D. The Service Desk decide which incidents to log

Correct Answer: C

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