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QUESTION 1

Which of the following tasks is part of proactive Problem Management?

- A. making a change to resolve a problem
- B. analyzing trends
- C. managing Known Errors
- D. registering frequently occurring errors

Correct Answer: B

QUESTION 2

Who decides the category of a change?

- A. the customer
- B. the Service Desk
- C. the Problem Manager
- D. the Change Manager

Correct Answer: D

QUESTION 3

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

- A. Incident Management
- B. Problem Management
- C. Change Management
- D. Availability Management

Correct Answer: A

QUESTION 4

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

- A. Act - Check - Do - Plan

B. Do - Plan - Check - Act

C. Check - Plan - Act - Do

D. Plan - Do - Check - Act

Correct Answer: D

QUESTION 5

Which activity is not the responsibility of IT Service Continuity Management?

A. testing back-out arrangements

B. analyzing risks

C. executing impact analyses of incidents related to the back-out facilities

D. drawing up back-out scenarios

Correct Answer: C

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