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QUESTION 1

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

- A. Problem Analysis
- B. Proactive Problem Management
- C. Monitoring
- D. Error Control

Correct Answer: D

QUESTION 2

Which ITIL process is responsible for handling an application for a new workstation according to a standard working method?

- A. Service Desk
- B. Service Level Management
- C. Incident Management
- D. Change Management

Correct Answer: D

QUESTION 3

Who is responsible for tracking and monitoring an incident?

- A. Problem Manager
- B. Problem Management staff
- C. Service Level Manager
- D. Service Desk

Correct Answer: D

QUESTION 4

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

- A. Which Requests for Change have been submitted for a specific server?

- B. Which Configuration Items does a specific service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. What incidents or problems have there been for this PC?

Correct Answer: C

QUESTION 5

One of Problem Management's tasks is to proactively prevent incidents. Which of the following is a Problem Management activity that can be categorized as being proactive?

- A. making agreements with the customer using Service Level Agreements
- B. analyzing reported incidents in order to make recommendations
- C. employing more Problem Managers
- D. delivering second-line support, should problems occur

Correct Answer: B

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