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QUESTION 1

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

A. The IT director

B. The process owner

C. The service owner

D. The customer

Correct Answer: B

QUESTION 2

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, problems

C. People, process, products, partners

D. People, products, perspective, partners

Correct Answer: C

QUESTION 3

Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)

B. Customer and user satisfaction

C. Service requirements and warranty

D. Resources and capabilities

Correct Answer: D

QUESTION 4

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization

B. Detection

C. Prioritization

D. Escalation

Correct Answer: A

QUESTION 5

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management

B. Service portfolio management

C. Request fulfilment

D. Demand management

Correct Answer: C

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