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QUESTION 1

Which of the following is an enabler of best practice?

A. Standards

B. Technology

C. Academic research

D. Internal experience

Correct Answer: B

QUESTION 2

Which statement about the emergency change advisory board (ECAB) is CORRECT

A. The ECAB considers every high priority request for change (RFC)

B. Amongst the duties of the ECAB is the review of completed emergency changes

C. The ECAB will be used for emergency changes where there may not be time to call a full CAB

D. The ECAB will be chaired by the IT Director

Correct Answer: C

QUESTION 3

Which one of the following would NOT involve event management?

A. Intrusion detection

B. Recording and monitoring environmental conditions in the data centre

C. Recording service desk staff absence

D. Monitoring the status of configuration items

Correct Answer: C

QUESTION 4

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

A. Service strategy

B. Service transition planning and support

C. Service level management

D. Change management

Correct Answer: B

QUESTION 5

Which one of the following statements is CORRECT?

A. The configuration management system is part of the known error database

B. The service knowledge management system is part of the configuration management system

C. The configuration management system is part of the service knowledge management system

D. The configuration management system is part of the configuration management database

Correct Answer: C

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