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QUESTION 1

What is the purpose of the `monitoring and event management\\' practice?

A. To restore normal service operation as quickly as possible

B. To manage workarounds and known errors

C. To capture demand for incident resolution and service requests

D. To systematically observe services and service components

Correct Answer: D

QUESTION 2

Where should all master copies of controlled software and documentation be stored?

A. In the definitive capacity library

B. In the definitive media library

C. In the definitive security library

D. In the definitive production library

Correct Answer: B

Reference: https://www.ucisa.ac.uk/-/media/files/members/activities/itil/servicetransition/service_asset/
itil_guide%20to%20sa%20and%20cm%20management%20pdf.ashx?la=en (page 3)

QUESTION 3

Which describes outcomes?

A. Tangible or intangible deliverables

B. Results desired by a stakeholder

C. Configuration of an organization\\'s resources

D. Functionality offered by a product or service

Correct Answer: B

QUESTION 4

Which one of the following answers shows two of the activities relating to tools that will take place during the transition
stage of the service lifecycle?

A. Testing the tool and training process managers on using the process

B. Development or purchase of tools and deployment of the tools

C. Training tool administrators how to manage tools and monitoring tool performance in operational environment

D. Development or purchase of tools and deployment of the process

Correct Answer: AD

QUESTION 5

What is used to link activities within the service value chain?

A. Service level agreements

B. Inputs, outputs and triggers

C. Opportunity, demand and value

D. Service desk

Correct Answer: C

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