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QUESTION 1

A process owner is responsible for which of the following?

1.

 Defining the process strategy

2.

 Assisting with process design

3.

 Improving the process

4.

 Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Correct Answer: C

QUESTION 2

The MAIN purpose of the Service Portfolio is to describe services in terms of?

A. Business Value

B. Functionality

C. IT Assets

D. Service Level Requirements

Correct Answer: A

QUESTION 3

What describes how components and activities work together to facilitate value creation?

A. The ITIL service value system

B. The ITIL guiding principles

C. The four dimensions of service management

D. A service relationship

Correct Answer: A

QUESTION 4

Which guiding principle is PRIMARILY concerned with end-to-end service delivery?

A. Focus on value

B. Think and work holistically

C. Optimize and automate

D. Collaborate and promote

Correct Answer: B

QUESTION 5

What is defined as "the role that uses services?

A. Service consumer

B. Customer

C. User

D. Sponsor

Correct Answer: C

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