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QUESTION 1

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Correct Answer: C

QUESTION 2

Which practice nurtures links with stakeholders at strategic and tactical levels?

- A. Service level management
- B. Relationship management
- C. Continual improvement
- D. Supplier management

Correct Answer: B

QUESTION 3

Which areas of service management can benefit from automation?

- 1.
Design and modeling
 - 2.
Reporting
 - 3.
Pattern recognition and analysis
 - 4.
Detection and monitoring
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only

- C. 2, 3 and 4 only
- D. All of the above

Correct Answer: D

QUESTION 4

Which value chain activity ensures the availability of service components?

- A. Improve
- B. Deliver and support
- C. Engage
- D. Obtain/build

Correct Answer: D

QUESTION 5

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services
- B. To detect changes of state that have significance for management of an IT service
- C. To assist with general information, complaints or comments
- D. To minimize the impact of incidents that cannot be prevented

Correct Answer: A

Reference: <https://books.google.com.pk/books?id=GuVgAgAAQBAJandpg=PA147andlpg=PA147anddq=access+management+efficiently+respond+to+requests+for+granting+access+to+servicesandsource=blandots=re4bPLfZsandsig=DSxe6nTYMiYpr3k8Lxzgq05knEandhl=enandsa=Xandved=0ahUKEwj7vrvrzIXOAhXHM08KHx00BSMQ6AEIJzAD#v=onepageandq=access%20management%20efficiently%20respond%20to%20requests%20for%20granting%20access%20to%20servicesandf=false>

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