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QUESTION 1

Which is a key consideration for the guiding principle \\'keep it simple and practical\\'?

A. Try to create a solution for every exception

B. Start with a complex solution, then simplify

C. Understand how each element contributes to value creation

D. Ignore the conflicting objectives of different stakeholders

Correct Answer: C

QUESTION 2

Which of the following is included in the purpose of the \\'continual improvement\\' printer?

A. The restoration of normal service operation as quickly as possible

B. The establishment of Inks between the organization and its stakeholders at strategic and tactical levels

C. The alignment of the organization\\'s practices and services with changing business needs

D. The reduction of the likelihood and impact of incidents

Correct Answer: C
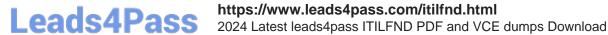
QUESTION 3

What is used to control a process?

A. Inputs

B. Functions

C. Objectives

D. Stakeholders

Correct Answer: C

QUESTION 4

What MAIN factors are considered to assess the priority of an incident?

A. The urgency and impact

B. The impact and complexity

C. The cost and urgency

D. The complexity and cost

Correct Answer: A

QUESTION 5

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

C. To design and build processes which will meet business needs

D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

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