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QUESTION 1

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A

QUESTION 2

Which of the following would be examined by a major problem review?

1.

 Things that were done correctly

2.

 Things that were done incorrectly

3.

 How to prevent recurrence

4.

 What could be done better in the future

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 3

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 4

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

A. The service level management

B. The IT service continuity management

C. The service catalogue management

D. The supplier management

Correct Answer: D

QUESTION 5

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

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