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QUESTION 1

What is the PRIMARY process for strategic communication with the service provider\\'s customers?

A. Service catalogue management

B. Service portfolio management

C. Service desk

D. Business relationship management

Correct Answer: D

QUESTION 2

What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

QUESTION 3

What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management

B. Emergency change advisory board

C. Urgent change board

D. Urgent change authority

Correct Answer: B

QUESTION 4

Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)

B. A request for change (RFC)

C. The service portfolio

D. A service description

Correct Answer: A

QUESTION 5

Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design

B. To ensure that each release package specified by service design consists of a set of related assets and service components

C. To ensure that all changes can be tracked, tested and verified if appropriate

D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

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