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QUESTION 1

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

A. Do

B. Perform

C. Implement

D. Measure

Correct Answer: A

QUESTION 2

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

 Identifying possible future markets that the service provider could operate in

A.

1, 2 and 3 only

B.

1 and 2 only

C.

1, 2 and 4 only

D.

All of the above

Correct Answer: A

QUESTION 3

Which one of the following contains information that is passed to service transition to enable the implementation of a

new service?

A. A service option

B. A service transition package (STP)

C. A service design package (SDP)

D. A service charter

Correct Answer: C

QUESTION 4

Which of the following service desk organizational structures are described in service operation?

1.

 Local service desk

2.

 Virtual service desk

3.

 IT help desk

4.

 Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

QUESTION 5

Which of the following CANNOT be provided by a tool?

A. Knowledge

B. Information

C. Wisdom

D. Data

Correct Answer: C

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