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QUESTION 1

Which process evaluates and negotiates proposals from prospective service providers?

A. contract management

B. financial management

C. service level management

D. supplier management

Correct Answer: A

QUESTION 2

What is an activity of the Discovery and Strategy Stage of the SIAM roadmap?

A. appoint the service integrator

B. produce the outline business case

C. ongoing organizational change management

D. operate governance structures

Correct Answer: B

QUESTION 3

In which stage of the SIAM roadmap should an organization start to create their business case for SIAM?

A. Discovery and Strategy

B. Implement

C. Plan and Build

D. Run and Improve

Correct Answer: A

QUESTION 4

Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

A. apply agile thinking

B. create a reporting framework

C. use qualitative and quantitative measures

Correct Answer: B

QUESTION 5

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

A. change management forum

B. integrated change advisory board

C. service owner

D. service provider

Correct Answer: B

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