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QUESTION 1

What is a practice associated with creating a tooling strategy?

- A. ease of adding and removing business requirements
- B. ease of adding and removing data dictionaries
- C. ease of adding and removing service providers
- D. ease of adding and removing SLA's

Correct Answer: C

QUESTION 2

Which process ensures that service performance meets agreed requirements?

- A. change management
- B. incident management
- C. project management
- D. service level management

Correct Answer: D

QUESTION 3

What is an objective of the Run and Improve stage of the SIAM roadmap?

- A. design processes
- B. implement processes
- C. manage processes

Correct Answer: C

QUESTION 4

What is an activity of the Run and Improve stage of the SIAM roadmap?

- A. approve the full business case
- B. introduce service providers
- C. operate governance structures

D. understand the marketplace

Correct Answer: C

QUESTION 5

An important DevOps concept is the incremental of new functionality, followed by user feedback before the next increment. In a SIAM ecosystem, what should be put in place specifically to support this DevOps concept?

- A. automated test suites for the end-to-end service
- B. integrated change advisory board
- C. removal of waste from the process
- D. trust the service providers and empower them to deliver their services without interference

Correct Answer: A

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