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QUESTION 1

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

A. An agreement with an individual customer group, covering all the services that they use

B. An agreement that covers one service for a single customer

C. An agreement that covers service specific issues in a multi-level SLA structure

D. An agreement that covers one service for all customers of that service

Correct Answer: D

QUESTION 2

Which one of the following is the BEST description of a major incident?

A. An incident which is so complex that it requires root cause analysis before a workaround can be found

B. An incident which requires a large number of people to resolve

C. An incident logged by a senior manager

D. An incident which has a high priority or a high impact on the business

Correct Answer: D

QUESTION 3

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 4

When can a known error record be raised?

1.

 At any time it would be useful to do so

2.

 After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 5

Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Correct Answer: C

QUESTION 6

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C

QUESTION 7

Which one of the following is an objective of release and deployment management?

A. To standardize methods and procedures used for efficient and prompt handling of all changes

B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)

C. To ensure that the overall business risk of change is optimized

D. To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D

QUESTION 8

Which areas of service management can benefit from automation?

1.

 Design and modeling

2.

 Reporting

3.

 Pattern recognition and analysis

4.

 Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

QUESTION 9

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve

B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?

C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution

D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Correct Answer: D

QUESTION 10

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, plans

C. People, process, products, partners

D. People, products, plans, partners

Correct Answer: C

QUESTION 11

Which of the following are managed by facilities management?

1.

 Hardware within a data centre or computer room

2.

 Applications

3.

 Power and cooling equipment

4.

 Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 12

Which one of the following is NOT a valid purpose or objective of problem management?

A. To prevent problems and resultant incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

QUESTION 13

The multi-level SLA\\' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

A. Customer level

B. Service level

C. Corporate level

D. Configuration level

Correct Answer: D

QUESTION 14

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

QUESTION 15

Which one of the following would NOT involve event management?

A. Intrusion detection

B. Recording and monitoring environmental conditions in the data centre

C. Recording service desk staff absence

D. Monitoring the status of configuration items

Correct Answer: C

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