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QUESTION 1

Which of the following activities would be performed by a process manager?

1.

 Monitoring and reporting on process performance

2.

 Identifying improvement opportunities

3.

 Appointing people to required roles

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 2

Where should the following information be stored?

1.

 The experience of staff

2.

 Records of user behaviour

3.

 Supplier\\'s abilities and requirements

4.

 User skill levels

A. The forward schedule of change

B. The service portfolio

C. A configuration management database (CMDB)

D. The service knowledge management system (SKMS)

Correct Answer: D

QUESTION 3

Which of the following are the MAIN objectives of incident management?

1.

 To automatically detect service-affecting events

2.

 To restore normal service operation as quickly as possible

3.

 To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: B

QUESTION 4

Which one of the following is NOT a characteristic of a process?

A. It is measureable

B. It delivers specific results

C. It responds to specific events

D. It structure an organization

Correct Answer: D

QUESTION 5

Which one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Correct Answer: A

QUESTION 6

What is the BEST description of an operational level agreement (OLA)?

A. An agreement between the service provider and another part of the same organization

B. An agreement between the service provider and an external organization

C. A document that describes to a customer how services will be operated on a day-to-day basis

D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 7

Which of the following should IT service continuity strategy be based on?

1.

 Design of the service metrics

2.

 Business continuity strategy

3.

 Business impact analysis (BIA)

4.

 Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

QUESTION 8

Which one of the following does service metrics measure?

A. Functions

B. Maturity and cost

C. The end-to-end service

D. Infrastructure availability

Correct Answer: C

QUESTION 9

Which of the following is NOT an objective of Continual Service Improvement?

A. Review and analyze Service Level Achievement results

B. Identify activities to improve the efficiency of service management processes

C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction

D. Conduct activities to deliver and manage services at agreed levels to business users

Correct Answer: D

QUESTION 10

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

A. To prevent problems and their 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 11

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

A. Availability management

B. Capacity management

C. Business relationship management

D. Service catalogue management

Correct Answer: C

QUESTION 12

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity

B. Perform an activity

C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

QUESTION 13

Who is responsible for defining metrics for change management?

A. The change management process owner

B. The change advisory board (CAB)

C. The service owner

D. The continual service improvement manager

Correct Answer: A

QUESTION 14

Which one of the following is the BEST definition of the term service management?

A. A set of specialized organizational capabilities for providing value to customers in the form of services

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

C. The management of functions within an organization to perform certain activities

D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 15

Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management

B. Change and release and deployment management

C. Incident and event management

D. Knowledge and service level management

Correct Answer: C