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QUESTION 1

Which role is accountable for the operational management of a process?

A. Process practitioner

B. Process manager

C. Service manager

D. Change manager

Correct Answer: B

QUESTION 2

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 3

Which is a responsibility of a customer within the service level management process?

A. Negotiate third party contracts

B. Measure service availability

C. Supply good or services

D. Agree Service level targets

Correct Answer: D

QUESTION 4

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

A. The SLA covers one service, for all the customers of that service

B. The SLA covers an individual customer group for all services they use

C. An SLA that covers all customers for all services

D. An SLA for a service with no customers

Correct Answer: A

QUESTION 5

Which statement about the known error database (KEDB. is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident

B. It is a part of the configuration management database (CMDB. and contains workarounds

C. It is maintained by problem management and is used by the service desk to help resolve incidents

D. It is maintained by incident management and contains solutions to be implemented by problem Management

Correct Answer: C

QUESTION 6

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 interrelated, interacting 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 7

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A

QUESTION 8

Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

A. Operational contract

B. Underpinning contract

C. Serviceability contract

D. Service level contract

Correct Answer: B

QUESTION 9

Which of the following are valid parts of the service portfolio?

1.

 Service pipeline

2.

 Service knowledge management system (SKMS)

3.

 Service catalogue

A. 1 and 2 only

B. 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: C

QUESTION 10

Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging

B. Accounting and charging

C. Budgeting and accounting

D. Costing and charging

Correct Answer: C

QUESTION 11

Why is it important for service providers to understand patterns of business activity (PBA)?

A. PBA are based on organizational roles and responsibilities

B. IT service providers CANNOT schedule changes until they understand PBA

C. Demand for the services delivered by service providers are directly influenced by PBA

D. Understanding PBA is the only way to enable accurate service level reporting

Correct Answer: C

QUESTION 12

Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Correct Answer: A

QUESTION 13

Remediation planning is a key part of which process?

A. Capacity management

B. Change management

C. Financial management for IT services

D. Availability management

Correct Answer: B

QUESTION 14

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 15

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management

B. Service portfolio management

C. Request fulfilment

D. Demand management

Correct Answer: C

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