Correct Answer: A

QUESTION 20
Which of the following options is a hierarchy that is used in knowledge management?

A. Wisdom - Information - Data - Knowledge
B. Data - Information - Knowledge - Wisdom
C. Knowledge -Wisdom - Information - Data
D. Information - Data - Knowledge - Wisdom

Correct Answer: B

QUESTION 21
Which of the following are reasons why ITILis successful?

1. ITIL is vendor neutral
2. It does not prescribe actions
3. ITIL represents best practice

A. All of the above
B. 1 and 3 only
C. 1 and 2 only
D. 2 and 3 only

Correct Answer: A

QUESTION 22
Which process is responsible for the availability, confidentiality and integrity of data?

A. Service catalogue management
B. Service asset and configuration management
C. Change management
D. Information security management

Correct Answer: D

QUESTION 23
Which process or function is responsible for monitoring activities and events in the IT infrastructure?

A. Service level management
B. IT operations management
C. Capacity management
D. Incident management

Correct Answer: B

QUESTION 24
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 onthe progress of an activity
D. Manage an activity

Correct Answer: C

QUESTION 25
What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board
B. The change advisory board
C. The change implementer
D. The change manager

Correct Answer: B

QUESTION 26
At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes
B. Service strategy: Develop the offerings
C. Service transition: Plan and prepare for deployment
D. Service operation: IT operations management

Correct Answer: A

QUESTION 27
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 28
Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership
B. Improved quality of service
C. Improved Service alignment with business goals
D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 29
Which one of the following contains information that is passed to service transitionto 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 30
Which process includes business, service and componentsub-processes?

A.   Capacity management
B.   Incident management
C.   Service level management
D.   Financial management

Correct Answer: A

QUESTION 31
What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A.   Employers
B.   Stakeholders
C.   Regulators
D.   Accreditors

Correct Answer: B

QUESTION 32
Consider the following list:

1. Change authority
2. Change manager
3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

A.   Job descriptions
B.   Functions
C.   Teams
D.   Roles, people or groups

Correct Answer: D

QUESTION 33
Which of the following are objectives of service level management?

1. Defining, documenting and agreeing the level of FT services to be provided

2. Monitoring, measuring and reporting the actual level of services provided
3. Monitoring and improving customer satisfaction
4. Identifying possible future markets that the service provider could operate in

A. 1, 2 and 3 only
B. 1 and 2 only
C. 1, 2 and 4 only
D. All of the above

Correct Answer: A

QUESTION 34
Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services
B. Providesthe rights for users to be able to use a service or group of services
C. To prevent problems and resulting Incidents from happening
D. To detect security events and make sense of them

Correct Answer: B

QUESTION 35
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 36
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 37
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

QUESTION 38
Which one of the following includes four stages called Plan, Do, Check and Act?

A.   The Deming Cycle
B.   The continual service improvement approach
C.   The seven-step improvement process
D.   The service lifecycle

Correct Answer: A

QUESTION 39
Hierarchic escalation is BEST described as?

A.   Notifying more senior levels of management about an incident
B.   Passing an incident to people with a greater level of technical skill
C.   Using moresenior specialists than necessary to resolve an Incident to maintain customer
     satisfaction
D.   Failing to meet the incident resolution times specified in a service level agreement

Correct Answer: A

QUESTION 40
What should a service always deliver to customers?

A.   Applications
B.   Infrastructure
C.   Value
D.   Resources

Correct Answer: C

QUESTION 41
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