QUESTION 42
Why is it important for service providers to understand patterns of business activity (PBA)?

A. PBAare 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 43
Which of the following BEST describes partners "in the phrase people, processes, products and partners"?

A. Suppliers, manufacturers and vendors
B. Customers
C. Internal departments
D. The facilities management function

Correct Answer: A

QUESTION 44
Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics
B. Service design package
C. Service portfolio design
D. Process definitions

Correct Answer: B

QUESTION 45
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 theabove
D. Both of the above

Correct Answer: D

QUESTION 46
Which process will regularly analyse incident data to identify discernible trends?

A. Service level management
B. Problem management

C. Change management
D. Event management

Correct Answer: B

QUESTION 47
What do customer perceptions and business outcomes help to define?

A. The value of a service
B. Governance
C. Total cost of ownership (TCO)
D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 48
The consideration of value creation is a principle of which stage of the service lifecycle?

A. Continual service improvement
B. Service strategy
C. Service design
D. Service transition

Correct Answer: B

QUESTION 49
Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers
B. A service that cannot be allowed to fail
C. One which is not covered by a service level agreement
D. A service not directly used by the business

Correct Answer: A

QUESTION 50
What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome
B. Incident
C. Change
D. Problem

Correct Answer: A

QUESTION 51
The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption to service or a reduction in the quality of service

C. Any disruptionto service whether planned or unplanned
D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

QUESTION 52
Which of the following types of service should be included in the scope of service portfolio management?

1. Those planned to be delivered
2. Those being delivered
3. Those that have been withdrawn from service

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

Correct Answer: B

QUESTION 53
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 54
Which one of the following would NOT be defined as part of every process?

A. Roles
B. Inputs and outputs
C. Functions
D. Metrics

Correct Answer: C

QUESTION 55
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, 2and 3 only

Correct Answer: A

QUESTION 56
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 57
Which of the following is NOT an objective of service transition?

A. To ensure that a service can be operated, managed and supported
B. To providetraining and certification in project management
C. To provide quality knowledge and information about services and service assets
D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

QUESTION 58
Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

A. 1 only
B. 2 only
C. Both of the above
D. Neither of the above

Correct Answer: B

QUESTION 59
What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration baseline
B. Project baseline
C. Change baseline
D. Asset baseline

Correct Answer: A

QUESTION 60
Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not
B. Resourcesand capabilities are both types of service asset
C. Capabilities are types of service asset and resources are not
D. Neither capabilities nor resources are types of service asset

Correct Answer: B

QUESTION 61
Which statement about the emergencychange advisory board (ECAB) is CORRECT?

A. The ECAB considers every high priority request for change (RFC)
B. Amongst the duties of the ECAB is the review of completed emergency changes
C. The ECAB will be used for emergency changes where there may notbe time to call a full CAB
D. The ECAB will be chaired by the IT Director

Correct Answer: C

QUESTION 62
Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services
B. It is mandatory that all changes are subject to design coordination activity
C. Only changes to business critical systems
D. Any change that the organization believes could benefit

Correct Answer: D

QUESTION 63
Which process isresponsible for sourcing and delivering components of requested standard services?

A. Request fulfilment
B. Service portfolio management
C. Service desk
D. IT finance

Correct Answer: A

QUESTION 64
The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

A. A change
B. A change model
C. A change request
D. A change advisory board

Correct Answer: A