D. To record and manage deviations, risksand issues related to the new or changed service

Correct Answer: A

QUESTION 110
Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

A. Do
B. Perform
C. Implement
D. Measure

Correct Answer: A

QUESTION 111
Which one of the following is the purpose of service level management?

A. To carry out the service operations activities needed to support current IT services
B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
C. To create and populate a service catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 112
Which of the following activities are performed by a service desk?

1. Logging details of incidents and service requests
2. Providing first-line investigation and diagnosis
3. Restoring service
4. Implementing all standard changes
A. All of the above
B. 1, 2 and 3 only
C. 2 and 4 only
D. 3 and 4 only

Correct Answer: B

QUESTION 113
How many people should be accountable for aprocess as defined in the RACI model?

A. As many as necessary to complete the activity
B. Only one - the process owner
C. Two - the process owner and the process enactor
D. Only one - the process architect

Correct Answer: B

QUESTION 114
Which process is responsible for providing the rights to use an IT service?

A. Incident management
B. Access management
C. Change management
D. Request fulfillment

Correct Answer: B

QUESTION 115
Which one of the following provides the CORRECT list of processes with in the service operation
stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfilment, and access
   management
B. Event management, incident management, changemanagement, and access management
C. Incident management, problem management, service desk, request fulfilment, and event
   management
D. Incident management, service desk, request fulfilment, access management, and event
   management

Correct Answer: A

QUESTION 116
From the perspective of the service provider, what is the person or group who defines or and
agrees their service targets known as?

A. User
B. Customer
C. Supplier
D. Administrator
Correct Answer: B

QUESTION 117
What are the three types of metrics that an organization should collect to support continual
service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality
B. Strategic, tactical and operational
C. Critical success factors (CSFs), key performance indicators (KPIs), activities
D. Technology, process and service

Correct Answer: D

QUESTION 118
Which one of the following is concerned with policy and direction?

A. Capacity management
B. Governance
C. Service design
D. Service level management

Correct Answer: B

QUESTION 119
Which of the following are sources of best practice?

1. Academic research
2. Internal experience
3. Industry practices

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

Correct Answer: A

QUESTION 120
Which of the following BEST describes technical management?

A. A function responsibilities for facilities management and building control systems
B. A function that provides hardware repair services for technology involved in the delivery of service to customers
C. Senior managers responsibilities for all staff within the technical support function
D. A function that includes providing technical expertise and overall management ofthe IT infrastructure

Correct Answer: D

QUESTION 121
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
Explanation:
http://wiki.en.it-processmaps.com/index.php/Event_Management

QUESTION 122
Which of the following are types of service defined in ITIL?

1. Enabling
2. Core
3. Enhancing
4. Computer

A. 1, 3 and 4 only
B. 2, 3 and 4 only
C. 1, 2 and 4 only
D. 1, 2 and 3 only

Correct Answer: D

QUESTION 123
Which of the following statements about service asset and configuration management is/are CORRECT?

1. A configuration item (CI) can exits aspart of any numbers other CIs at the same time
2. Choosing which CIs to record will depend on the level of control an organization wishes to exert.

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

Correct Answer: C

QUESTION 124
Which one of the following generates demand for services?

A. Infrastructure trends
B. Patterns of business activity (PBA)
C. Cost of providing support
D. Service level agreements (SLA)

Correct Answer: B

QUESTION 125
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 126
Which of these should a change model include?

1. Thesteps that should be taken to handle the change
2. Responsibilities; who should do what, including escalation
3. Timescales and thresholds for completion of the actions
4. Complaints procedures

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

Correct Answer: A

QUESTION 127

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 128
What is the PRIMARY process for strategic communication with the service provider's customers?

A. Service catalogue management
B. Service portfolio management
C. Service desk
D. Business relationship management

Correct Answer: D

QUESTION 129
Which one of the following is the BEST description of a relationship in service asset and configuration management?

A. Describes the topography of the hardware
B. Describes how the configuration items (CIs) work together to deliver the services
C. Defines which software should be installed on a particular piece of hardware
D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 130
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 131
Which one of the following activities would be performed by access management?

A. Providing physical security for staff at data centers and other buildings
B. Managing access to computer rooms and other secure locations
C. Managing access to the service desk
D. Managing the rights to use a service or group of services

Correct Answer: D