A. A secure location where definitive hardware spares are held
B. A secure library where definitive authorized versions ofall media configuration items (CIs) are stored and protected
C. A database that contains definitions of all media CIs
D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

QUESTION 176
Which one of the following is NOT an objective of problem management?

A. Minimizing the impact of incidents that cannot be prevented
B. Preventing problems and resulting incidents from happening
C. Eliminatingrecurring incidents
D. Restoring normal service operation as quickly as possible

Correct Answer: D

QUESTION 177
Which one of the following are the two primary elements that create value for customers?

A. Value on investment (VOI) and return on investment (ROI)
B. Customer and user satisfaction
C. Service requirements and warranty
D. Resources and capabilities

Correct Answer: D

QUESTION 178
In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated
B. Measures for optimization are identified
C. Service value is modeled
D. Service value is visible to customers

Correct Answer: D
QUESTION 179
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 180
Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database
B. A definitive media library
C. A request for change
D. A knownerror database

Correct Answer: D

QUESTION 181
Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise
B. It is not tied to any particular vendor platform
C. It tells service providers exactly how to be successful
D. It is designed to be used to manage projects

Correct Answer: B

QUESTION 182
Which of these recommend ations is best practice for service level management?

1. Include legal terminology in service level agreements (SLAs)
2. It is NOT necessary to be able to measure all the targets in an SLA

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

Correct Answer: D

QUESTION 183
Which stage of the change management process deals with what should be done if the change is unsuccessful?

A. Remediation planning
B. Categorization
C. Prioritization
D. Review and close

Correct Answer: A

QUESTION 184
The definitive media library is the responsibility of:

A. Facilities management
B. Access management
C. Request fulfillment
D. Service asset and configuration management

Correct Answer: D

QUESTION 185
Remediation planning is BEST described in which of the following ways?

A. Planning how to recover the cost of a change
B. Planning the steps required to be taken if a change is unsuccessful
C. Planning how to compensate a userfor a failed change
D. Planning how to advise the change requestor of a failed change

Correct Answer: B

QUESTION 186
Which statement about the service portfolio is TRUE?

A. The service portfolio includes ail services except those managed by third parties
B. It is an integral part of the service catalogue
C. It allows the organization unlimitedr esources when planning for new service deployments
D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Correct Answer: D
Explanation:
http://docs.livetime.com/LiveTime61/ServiceManager/service_portfolio_management.htm (Second para)

QUESTION 187
Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

A. Service level management
B. Financial management
C. Demand management
D. Risk management

Correct Answer: B

QUESTION 188
Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services are included
B. All changes are mandated to be included
C. Only changes to business critical systems are included
D. Any changes that would benefit the organization are included

Correct Answer: D

QUESTION 189
Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources
2. Reduced cost to design new services

3. Result in higher volume of successful changes

A. 1 and 2 only
B. 2 and 3 only
C. 1 and 3 only
D. None of the above

Correct Answer: C

QUESTION 190
Which of the following identifies the purpose of design coordination?

A. Provide a single point of control for allactivities and processes within the service design stage of the lifecycle
B. Ensuring all service designs have availability designed into them
C. Designing of all the links between every service design process and all other processes in the service lifecycle
D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A

QUESTION 191
A Service design package (SDP) would normally be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An emergency change to an IT service
4. An IT service retirement

A. 2, 3 and 4 only
B. 1, 2 and 4 only
C. None of the above
D. All of the above

Correct Answer: B

QUESTION 192
Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

A. Service level management
B. Problem management
C. Change management
D. Event management

Correct Answer: B

QUESTION 193
Which statement BEST represents the guidance on incident logging?

A. Incidents must only be logged if a resolution is not immediately available
B. Only incidents reported to the service desk can be logged

C. All incidents must be fully logged
D. The service desk decide which incidents to log

Correct Answer: C

QUESTION 194
Which types of communication would the functions within service operation use?

1. Communication between data centre shifts
2. Communication related to changes
3. Performance reporting
4. Routine operational communication

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

Correct Answer: D

QUESTION 195
Event management, problem management, access management and request fulfillment are part
of which stage of the service lifecycle?

A. Service strategy
B. Service transition
C. Service operation
D. Continual service improvement
Correct Answer: C

QUESTION 196
Which of the following can include steps that will help to resolve an incident?

1. Incidentmodel
2. Known error record

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

Correct Answer: C

QUESTION 197
Which stage of the continual service improvement (CSI) approach is BEST described by the
phrase 'Understand and agree on the priorities for improvement based on a deeper development
of the principles defined in the vision'?

A. Where are we now?
B. Where do we want to be?
C. How dowe get there?
D. Did we get there?