

**Correct Answer:** B

**QUESTION 198**

Which Functions are included in IT operations management?

- A. Network management and application management
- B. Technical management and change management
- C. IT operations control and facilities management
- D. Facilities management and release management

**Correct Answer:** C

**QUESTION 199**

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Availability management
- B. Capacity management
- C. Business relationship management
- D. Service catalogue management

**Correct Answer:** C

**QUESTION 200**

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

**Correct Answer:** B

**QUESTION 201**

What are the three service provider business models?

- A. Internal service provider, outsourced 3rd party and off-shore party
- B. Internal service operations provider, external service operations provider, shared service unit
- C. Internal service provider, external service provider, outsourced 3rd party
- D. Internal service provider, external service provider, shared service unit

**Correct Answer:** D

**QUESTION 202**

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

1. Details of failed changes
2. Updates to the change schedule
3. Reviews of completed changes

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

**Correct Answer:** A

**QUESTION 203**

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

**Correct Answer:** D

**QUESTION 204**

Looking for ways to improve process efficiency and cost effectiveness is a purpose of which part of the service lifecycle?

- A. Service operation
- B. Service transition
- C. Continual service improvement
- D. Service strategy

**Correct Answer:** C

**QUESTION 205**

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

**Correct Answer:** A

**QUESTION 206**

Which of the following should be done when closing an incident?

1. Check the incident categorization and correct it if necessary
2. Check that the user is satisfied with the outcome

- A. 1 only
- B. Both of the above

- C. 2 only
- D. Neither of the above

**Correct Answer: B**

**QUESTION 207**

Which of the following statement about the service owner is INCORRECT?

- A. Carries out the day-to-day monitoring and operation of the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is a stakeholder in all of the IT processes which support the service they own
- D. Is accountable for a specific service within an organization

**Correct Answer: A**

**QUESTION 208**

Which of the following is the BEST description of a centralized service desk?

- A. The desk is co-located within or physically close to the user community it serves
- B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place
- C. The desk provides 24 hour global support
- D. There is a single desk in one location serving the whole organization

**Correct Answer: D**

**QUESTION 209**

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 210**

Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
  - 2. It defines activities that are executed by a single function
- A. Both of the above
  - B. 1 only
  - C. Neither of the above
  - D. 2 only

**Correct Answer: B**

**QUESTION 211**

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

**Correct Answer: B**

**QUESTION 212**

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

**Correct Answer: A**

**QUESTION 213**

Which of the following is NOT an objective of request fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the service catalogue with services that may be requested through the service desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

**Correct Answer: B**

**QUESTION 214**

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

**Correct Answer: B**

**QUESTION 215**

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

- A. Categorization
- B. Detection
- C. Prioritization
- D. Escalation

**Correct Answer:** A

**QUESTION 216**

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

**Correct Answer:** A

**QUESTION 217**

What are customers of an IT service provider who purchase services in terms of a legally binding contract known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

**Correct Answer:** B

**QUESTION 218**

What is a service delivered between two business units in the same organization known as?

- A. Strategic service
- B. Delivered service
- C. Internal service
- D. External service

**Correct Answer:** C

**QUESTION 219**

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

**Correct Answer:** C

**QUESTION 220**

What type of record should you raise when a problem diagnosis is complete and a workaround is available?

- A. A service object
- B. An incident