Correct Answer: C

QUESTION 243
One of the five major aspects of Service Design is the design of the service solutions. It includes?

A. Requirements, resources and capabilities needed and agreed
B. Only requirements needed and agreed
C. Only capabilities needed and agreed
D. Only resources and capabilities needed

Correct Answer: A

QUESTION 244
Whichof the following statements is INCORRECT?

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

Correct Answer: B

QUESTION 245
A Service Level Agreement is?

A. The part of a contract that specifies responsibilities of each party
B. An agreement between the Service Provider and their customer
C. An agreement between a Service Provider andan external supplier
D. An agreement between the Service Provider and an internal organization

Correct Answer: B

QUESTION 246
Which is the first step in the 7 Step Improvement Process?

A. Prepare for action
B. Define what you should measure
C. Identify gaps in Service Level Agreement (SLA) achievement
D. Where are we now?

Correct Answer: B

QUESTION 247
What is the definition of an Alert?

A. An error message to the user of an application
B. A warning that a threshold has been reached or that something has changed
C. A typeof Incident

D.   An audit report that indicates areas where IT is not performing according to agreed procedures

Correct Answer: B

QUESTION 248
Which of the following is the BEST definition of an Incident?

A.   A warning that a threshold has been reached, something has changed, or a failure has occurred
B.   An unplanned interruption to an IT service or reduction in the quality of an IT service
C.   A change of state which has significance for the management of a Configuration Item or IT Service
D.   Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

QUESTION 249
Which of the following statements about processes is INCORRECT?

A.   The output from a process has to conform to operational norms derived from business objectives
B.   The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
C.   The objective of any IT process should be expressed in terms of business benefits and goals
D.   A process may define policies, standards andguidelines

Correct Answer: B

QUESTION 250
Which of the following statements is CORRECT?

1. The only phaseof the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

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

Correct Answer: C

QUESTION 251
Which of the following questions does Service Strategy help answer with its guidance?

1.How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

A.   3 only

B. 1 only
C. 2 only
D. All of the above

Correct Answer: D

QUESTION 252
Major Incidents require:

A. Less documentation
B. Longer timescales
C. Less urgency
D. Separate procedures

Correct Answer: D

QUESTION 253
A plan for managing the end of a supplier contract should be created when?

A. The contract is being negotiated
B. The contract is about to be ended
C. The Supplier Manager decides that there is a risk the contract mightneed to end soon
D. The contract has been agreed

Correct Answer: A

QUESTION 254
Which process is responsible forfrequently occurring changes where risk and cost are low?

A. Incident Management
B. Request Fulfillment
C. Release and Deployment Management
D. Access management

Correct Answer: B

QUESTION 255
Effective release anddeployment management enables the service provider to add value to the business by?

A. Ensuring that all assets are accounted for
B. Ensures that the fastest servers are purchased
C. Delivering change, faster and at optimum cost and minimized risk
D. Verifying the accuracy of all items in the configuration management database

Correct Answer: C

QUESTION 256
Which of the following is NOT the responsibility of Service Catalogue Management?

A. Ensuring that all operational services are recorded in the Service Catalogue

B. Ensuring thatinformation in the Service Catalogue is consistent with information in the Service Portfolio
C. Ensuring that information in the Service Catalogue is accurate
D. Ensuring that information within the Service Pipeline is accurate

Correct Answer: D

QUESTION 257
Which is the first step in the 7 Step Improvement Process?

A. Where are we now?
B. Identify gaps in Service Level Agreement (SLA) achievement
C. Prepare for action
D. Define what you should measure

Correct Answer: D

QUESTION 258
Which of the following CANNOT be stored and managed by a tool?

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

Correct Answer: C

QUESTION 259
Application Management plays a role in all applications. One of the key decisions to which they contribute is?

A. Whether to buy an application or build it
B. Should application development be outsourced
C. Who the vendor of the storage devices will be
D. Where the vendor of an application is located

Correct Answer: A

QUESTION 260
Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure
B. Providing guidance to IT Operations about how best to manage the application
C. Deciding whether to buy or build an application
D. Assisting in the design of the application

Correct Answer: A

QUESTION 261
Which process would you MOST expect to be involved in the management of Underpinning Contracts?

A. IT Designer/Architect
B. Process Manager
C. Service Catalogue Manager
D. Supplier Manager

Correct Answer: D

QUESTION 262
Which of the following is concerned with fairness and transparency?

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

Correct Answer: B

QUESTION 263
Which of the following is the BESTdefinition of an Incident?

A. Loss of ability to operate to specification, or to deliver the required output
B. A change of state which has significance for the management of a Configuration Item or IT Service
C. A warning that a threshold has been reached, something has changed, or a failure has occurred
D. An unplanned interruption to an IT service or reduction in the quality of an IT service
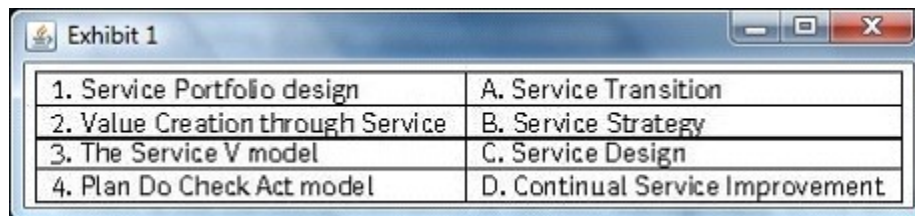
Correct Answer: D

QUESTION 264
What is the entry point or the first level of the V model?

A. Service Solution
B. Customer / Business Needs
C. Service Release
D. Service Requirements

Correct Answer: B

QUESTION 265
Which is the correct combination of Service Management terms across the Lifecycle?

Exhibit 1	
1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

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