C.   Service Design
D.   Service Operation

Correct Answer: D

QUESTION 311
As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

1. An internal service provider embedded within a business unit
2. An internal service provider that provides shared IT services
3. An external service provider

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

Correct Answer: A

QUESTION 312
A consultant has made two recommend ations to you in a report:

1. To include legal terminology in your 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 313
"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

A.   Service Operation
B.   Service Strategy
C.   Service Transition
D.   Continual Service Improvement

Correct Answer: C

QUESTION 314
The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

A.   Continual Service Improvement
B.   Service Strategy
C.   Service Design

D. Service Transition

Correct Answer: B

QUESTION 315
How is the Service Catalogue used to add value to the service provider organization?

A. Providing a central source of informationon the IT services delivered
B. Showing the business impact of a change
C. Displaying the relationships between configuration items
D. To predict the root cause of issues in the IT infrastructure

Correct Answer: A

QUESTION 316
Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
B. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
C. Produce and maintain all necessary Service Transition packages
D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: C

QUESTION 317
Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1. Assessing the impact and cause of Incidents and Problems
2. Assessing the impact of proposed Changes
3. Planning and designing a Change to an existing service
4. Planning a technology refresh or software upgrade

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

Correct Answer: B

QUESTION 318
The difference between a Service Level Agreement (SLA) and an Operional Level Agreement (OLA) is that:

A. An SLA is legally binding, an OLA is a best efforts agreement
B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: A
QUESTION 319
What is the Service Pipeline?

A.   All services that are at a conceptual or development stage
B.   All services except those that have been retired
C.   All services that are contained within the Service Level Agreement (SLA)
D.   All complex multi-user services

Correct Answer: A

QUESTION 320
In which of the following situations should a Problem Record be created?

A.   An event indicates that a redundant network segment has failed but it has not impacted any users
B.   An Incident is passed to second-level support
C.   A Technical Management team identifies a permanent resolution to a number ofrecurring Incidents
D.   Incident Management has found a workaround but needs some assistance in implementing it

Correct Answer: C

QUESTION 321
There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1. Progress
2. Effectiveness
3. Efficiency
4. ?

A.   Cost
B.   Conformance
C.   Compliance
D.   Capacity

Correct Answer: C

QUESTION 322
Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

A.   Service Transition
B.   Risk Management
C.   IT Service Continuity Management
D.   Availability Management

Correct Answer: A

QUESTION 323

Which of the following is oneof the primary objectives of Service Strategy?

A. To design and build processes that will meet business needs
B. To provide detailed specifications for the design of IT services
C. To transform Service Management into a strategic asset
D. To underscore the importance of services in the global economy

Correct Answer: B

QUESTION 324
Which of the following is thegoal or 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 populatea service catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 325
Match the following activities with the Deming Cycle stages

1. Monitor, Measure and Review
2. Continual Improvement
3. Implement Initiatives
4. Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act
B. 3 Plan, 2 Do, 4 Check, 1 Act
C. 4 Plan, 3 Do, 1 Check, 2 Act
D. 2 Plan, 3 Do, 4 Check, 1 Act

Correct Answer: C

QUESTION 326
What are Request Models used for?

A. Capacity Management
B. Modelling arrival rates and performance characteristics of service requests
C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
D. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D

QUESTION 327
Which role is accountable for a specific service within an organization?

A. The Service Level Manager

B.   The Business Relationship Manager
C.   The Service Owner
D.   The Service Continuity Manager

Correct Answer: C

QUESTION 328
What is most likely to cause a loss of faith in the Service Level Management process?

A.   Measurements that match thecustomer's perception of the service
B.   Clear, concise, unambiguous wording in the Service Level Agreements (SLAs)
C.   Inclusion of items in the SLA that cannot be effectively measured
D.   Involving customers in drafting Service Level Requirements

Correct Answer: C

QUESTION 329
"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

A.   Functions and Processes
B.   Markets and Customers
C.   Applications and Infrastructure
D.   People, products and technology

Correct Answer: A

QUESTION 330
Which of the following is commonly found in a contract underpinning an IT service?

1. Financial arrangements related to the contract
2. Description of the goods or service provided
3. Responsibilities and dependencies for both parties

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

Correct Answer: D

QUESTION 331
What does a service always deliver to customers?

A.   Applications
B.   Infrastructure
C.   Value
D.   Resources