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

Correct Answer: D

QUESTION 152
Which one of the following is the BEST description of a service request?

A. A request from a user for information, advice or for a standard change
B. Anything that the customer wants and is prepared to pay for
C. Anyrequest or demand that is entered by a user via a self-help web-based interface
D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A
Explanation:
ServiceRequest (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

QUESTION 153
In which of the following should details ofa workaround be documented?

A. The service level agreement (SLA)
B. The problem record
C. The availability management information system
D. The IT service plan

Correct Answer: B

QUESTION 154
Which process is responsible forcontrolling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management
B. Change management
C. Incident management
D. Service asset and configuration management

Correct Answer: D

QUESTION 155
Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfillment, and access

management
B.   Event management, incident management, change management, and accessmanagement
C.   Incident management, problem management, service desk, request fulfillment, and event management
D.   Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

QUESTION 156
A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A.   Yes: for information purposes, a known error record can be created at any time it is prudent to do so
B.   No: the Known Error should be created before the problem is logged
C.   No: a known error record is created when the original incident is raised
D.   No: a known error record should be created with the next release of the service

Correct Answer: A

QUESTION 157
Which of the following should IT service continuity strategy be based on?

1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment

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

Correct Answer: C

QUESTION 158
Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

A.   To ensure that a service managed and operated accordance with constraints specified during design
B.   To design and develop capabilities for service management
C.   To provide good-quality knowledge and information about services
D.   To planthe resources required to manage a release

Correct Answer: B

QUESTION 159
Which one of the following is it the responsibility of supplier management to negotiate and agree?

A.   Service level agreements (SLAs)
B.   Third-party contracts
C.   The service portfolio
D.   Operational level agreements (OLAs)

Correct Answer: B

QUESTION 160
Which one of the following is an objective of release and deployment management?

A.   To standardize methods and procedures used for efficient and prompt handling of all changes
B.   To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
C.   To ensure that the overall business risk of change is optimized
D.   To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D

QUESTION 161
Which of the following activities are performed by a 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 162
Access management is closely related to which other process?

A.   Capacity management only
B.   3rd line support
C.   Information security management
D.   Change management

Correct Answer: C

QUESTION 163
Which one of the following is an objective of service transition?

A.   To negotiate service levels for newservices
B.   To ensure that service changes create the expected business value
C.   To minimize the impact of service outages on day-to-day business activities
D.   To plan and manage entries in the service catalogue

Correct Answer: B

QUESTION 164
Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management(ITSM) activities
B. To ensure service levels are met and breaches of agreements are avoided
C. To enable the incident management database to be partitioned for greater efficiency
D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 165
Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

A. People, process, partners, performance
B. Performance, process, products, problems
C. People, process, products, partners
D. People, products, perspective, partners

Correct Answer: C

QUESTION 166
Which of the followingavailability management activities is/are considered to be proactive as opposed to reactive?

1. Monitoring system availability
2. Designing availability into a proposed solution

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

Correct Answer: D

QUESTION 167
Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract thatspecifies the responsibilities of each party
B. An agreement between the service provider and an internal organization
C. An agreement between a service provider and an external supplier
D. An agreement between the service provider and their customer

Correct Answer: D

QUESTION 168
Which of the following is not a service desk type recognized in the service operation volume of ITIL?

A. Local
B. Centralized
C. Outsourced
D. Virtual

Correct Answer: C

QUESTION 169
What is theprimary focus of the business management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
B. Review of all capacity supplier agreements and underpinning contracts with supplier management
C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 170
Which of the following provide value to the business from service strategy?

1. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
2. Enabling the service provider to respond quickly and effectively to changes in the business environment
3. Support the creation of a portfolio of quantified services
A. All of the above
B. 1 and 3 only
C. 1 and 2 only
D. 2 and 3 only

Correct Answer: A

QUESTION 171
Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

A. To ensure that a service can be managed and operated in accordance with constraints specified during design
B. To design and develop capabilities for service management
C. To provide good-quality knowledge and information about services
D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 172
Which one ofthe following is the BEST definition of an event?

A. Any change of state that has significance for the management of a configuration item (CI) or IT