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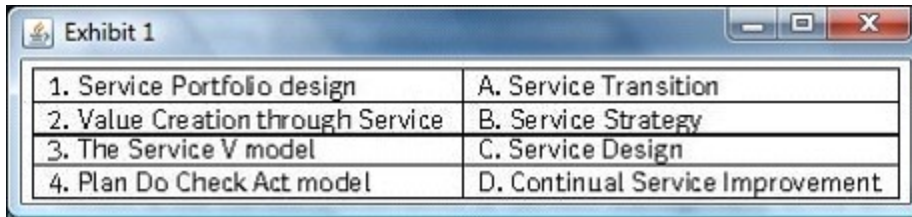What is the entry point or the first level of the V model?

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

**Correct Answer:** C


**QUESTION 266**
The difference between service metrics and technology metrics is BEST described as?

A. Service metrics measure the end to end service; Technology metrics measure individual components
B. Service metrics measure maturity and cost; Technology metricsmeasure efficiency and effectiveness
C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

**Correct Answer:** A


**QUESTION 267**
Which process is responsible for frequently occurring changes where risk and cost are low?

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

**Correct Answer:** B


**QUESTION 268**
Which of the following statements is CORRECT?

A. The CMS is part of the Configuration Management Data Base (CMDB)
B. The KEDB and the CMS form part of the larger SKMS
C. The Service Knowledge Management System (SKMS) is part of the CMS
D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

**Correct Answer:** B


**QUESTION 269**
Which of the following would NOT be a task carried out by the Request Fulfillment process?

A. The sourcing and delivering of the components of requested standard services (e.g.licenses and software media)
B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
C. Provision of information used to compare actual performance against design standards
D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

**Correct Answer:** C


**QUESTION 270**
Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

A. Services and Infrastructure
B. Applications andInfrastructure
C. Resources and Capabilities
D. Utility and Warranty

**Correct Answer:** C


**QUESTION 271**
In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

A. Only manage Incidents effectively through 1st and 2nd line
B. Only manage Incidents effectively through the 1st line
C. Only manage Incidents effectivelyat the 3rd line
D. Manage Incidents effectively through 1st, 2nd and 3rd line

**Correct Answer:** D


**QUESTION 272**
In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

A. Service Transition
B. Service Design
C. Service Strategy
D. Service Operation

**Correct Answer:** B


**QUESTION 273**
The MAIN purpose of the Service Portfolio is todescribe services in terms of?

A. Business Value
B. Functionality
C. IT Assets
D. Service Level Requirements

**Correct Answer:** A


**QUESTION 274**
What is the entry point or the first level of the V model?

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

**Correct Answer:** A


**QUESTION 275**
Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

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

**Correct Answer:** A


**QUESTION 276**
How does Problem Management work with Change Management?

A.  By installing changes to fix problems
B.  By negotiating with Incident Management for changes in IT for Problem resolution
C.  By issuing RFCs for permanent solutions
D.  By working with users to change their IT configurations

**Correct Answer:** C




**QUESTION 277**
Which of the following combinations covers all the roles in Service Asset and Configuration Management?

A.  Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator
B.  Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
C.  Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
D.  Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

**Correct Answer:** B


**QUESTION 278**
Which of the following CANNOT bestored and managed by a tool?

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

**Correct Answer:** B


**QUESTION 279**
Which of the following CANNOT be stored and managed by a tool?

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

**Correct Answer:** D


**QUESTION 280**
To add value to the business, what are thefour reasons to monitor and measure?

A. Validate; Direct; Justify; Improve
B. Evaluate; Diagnose; Justify; Intervene
C. Validate; Direct; Justify; Intervene
D. Evaluate; Direct; Justify; Improve

**Correct Answer:** C


**QUESTION 281**
The BEST description of the purpose of Service Operation is?

A. To decide how IT will engage with suppliers during the Service Management Lifecycle
B. To proactively prevent all outages to IT Services
C. To deliver and support IT Services at agreed levels to business users and customers
D. To design and build processes that will meet business needs

**Correct Answer:** C


**QUESTION 282**
Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Request Fulfillment Process Manager
B. The Request Fulfillment Process Owner
C. The Service Manager