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Topic Break Down

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QUESTION NO: 1

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

ANSWER: A

QUESTION NO: 2

Which of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

ANSWER: A

QUESTION NO: 3

Which of the following might be used to manage an Incident?

- 1. Incident Model
 - 2. Known Error Record
- A. 1 only
 - B. 2 only
 - C. Both of the above
 - D. Neither of the above

ANSWER: C

QUESTION NO: 4

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

ANSWER: A

QUESTION NO: 5

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT services to be provided
 - 2: Monitoring, measuring and reporting the actual level of services provided
 - 3: Monitoring and improving customer satisfaction
 - 4: Identifying possible future markets that the service provider could operate in
- A. 1, 2 and 3 only
 - B. 1 and 2 only
 - C. 1, 2 and 4 only
 - D. All of the above

ANSWER: A

QUESTION NO: 6

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

- A. Return on investment (ROI), value on investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical success factors (CSFs), key performance indicators (KPIs), activities
- D. Technology, process and service

ANSWER: D

QUESTION NO: 7

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

ANSWER: C

QUESTION NO: 8

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

ANSWER: A

QUESTION NO: 9

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

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

ANSWER: B

QUESTION NO: 10

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

ANSWER: C

QUESTION NO: 11

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

A. Services and Infrastructure

B. Applications and Infrastructure

C. Resources and Capabilities

D. Utility and Warranty

ANSWER: C

QUESTION NO: 12

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

ANSWER: C

QUESTION NO: 13

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

ANSWER: B

QUESTION NO: 14

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

ANSWER: A

QUESTION NO: 15

Which one of the following generates demand for services?

- A. Infrastructure trends
- B. Patterns of business activity (PBA)
- C. Cost of providing support
- D. Service level agreements (SLA)

ANSWER: B

QUESTION NO: 16

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

ANSWER: C

QUESTION NO: 17

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

ANSWER: C

QUESTION NO: 18

Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A. Availability Management
- B. Demand Management
- C. Financial Management
- D. Service Level Management

ANSWER: B

QUESTION NO: 19

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

ANSWER: A

QUESTION NO: 20

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A.** To decide how IT will engage with suppliers during the service lifecycle
- B.** To proactively prevent all outages to IT services
- C.** To design and build processes that will meet business needs
- D.** To deliver and manage IT services at agreed levels to business users and customers

ANSWER: D