



58^{Q&As}

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QUESTION 1

Which of the following describes risk proximity?

- A. The timeframe over which the risk mitigation actions should be implemented
- B. The schedule for the risk management activities related to a plan
- C. The timeframe over which a risk will be monitored by the risk owner
- D. The timeframe for when the risk might materialize

Correct Answer: D

QUESTION 2

Which describes an interface of incident management with service level management?

- A. Incident workarounds
- B. Creating a problem record
- C. Incident response times
- D. The status of faulty Cis

Correct Answer: C

QUESTION 3

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Correct Answer: D

QUESTION 4

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

- A. Data
- B. Wisdom



C. Information

D. Knowledge

Correct Answer: B

QUESTION 5

In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated

B. Measures for optimization are identified

C. Service value is modeled

D. Service value is visible to customers

Correct Answer: D

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