



58^{Q&As}

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QUESTION 1

What BEST describes an important principle of communication in service operation?

- A. It is efficient, effective and economical for all IT services
- B. It has an intended purpose or a resultant action
- C. It focuses on creating a relationship between processes and products
- D. It has responsibility for creating policies

Correct Answer: D

QUESTION 2

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

- A. To negotiate service levels for new services
- 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 3

Gathering data, monitoring performance and assessing metrics in order to facilitate service improvements are all activities associated with which part of the service lifecycle?

- A. Service Operation
- B. Capacity Management
- C. Service Design
- D. Availability Management

Correct Answer: A

QUESTION 4

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do



B. Perform

C. Implement

D. Measure

Correct Answer: A

QUESTION 5

Which role is responsible for sponsoring, designing and change managing a process and its metrics?

A. The process practitioner

B. The process owner

C. The service owner

D. The process manager

Correct Answer: B

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