



58^{Q&As}

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QUESTION 1

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

QUESTION 2

Which is one of the five aspects of service design?

- A. Management information systems and tools
- B. Risk analysis and management approach
- C. Management policy for business case creation
- D. Corporate governance and policy

Correct Answer: A

QUESTION 3

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Correct Answer: A

QUESTION 4

Which statement about Business Cases is TRUE?

- A. Business cases should focus on both the financial and non-financial impacts of the proposed project or service
- B. Business cases should only focus on the financial impacts of the proposed project to secure support and funding



C. Business cases should only focus on the non-financial business impacts of the proposed project to secure proper high-level management support

D. Business cases should only focus on how the proposed project can lower costs and improve customer satisfaction, listing measures and targets

Correct Answer: A

QUESTION 5

Which of the following statements is CORRECT?

(1)

The only phase of the Service Management Lifecycle where value can be measured is Service Operation

(2)

All of the phases of the lifecycle are concerned with the value of IT services

A.

Both of the above

B.

Neither of the above

C.

2 only

D.

1 only

Correct Answer: C

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