



BH0-012^{Q&As}

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QUESTION 1

A process owner is responsible for which of the following?

1.
Defining the process strategy
2.
Assisting with process design
3.
Improving the process
4.
Performing all activities involved in a process

- A. 2, 3 and 4 only
B. All of the above
C. 1, 2 and 3 only
D. 1, 2 and 4 only

Correct Answer: C

QUESTION 2

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
C. To create and populate a service catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 3

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
B. The IT service continuity management



- C. The service catalogue management
- D. The supplier management

Correct Answer: D

QUESTION 4

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

Correct Answer: D

QUESTION 5

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

Correct Answer: A

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