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QUESTION 1

Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

QUESTION 2

Which of the following is an enabler of best practice?

A. Standards

B. Technology

C. Academic research

D. Internal experience

Correct Answer: B

QUESTION 3

Which one of the following is NOT the responsibility of service catalogue management?

A. Ensuring that information in the service catalogue is accurate

B. Ensuring that service level agreements are maintained

C. Ensuring that information in the service catalogue is consistent with information in the service portfolio

D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 4

Which one of the following is concerned with policy and direction?

A. Capacity management

B. Governance

C. Service design

D. Service level management

Correct Answer: B

QUESTION 5

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