



BH0-012^{Q&As}

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QUESTION 1

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 2

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

QUESTION 3

Which of the following service desk organizational structures are described in service operation?

- 1.
Local service desk
- 2.
Virtual service desk
- 3.
IT help desk
- 4.
Follow the sun

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only



C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

QUESTION 4

Which of the following BEST describes service strategies value to the business?

A. Allows higher volumes of successful change

B. Reduction in unplanned costs through optimized handling of service outages

C. Reduction in the duration and frequency of service outages

D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Correct Answer: D

QUESTION 5

Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers

B. A service that cannot be allowed to fail

C. One which is not covered by a service level agreement

D. A service not directly used by the business

Correct Answer: A

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