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QUESTION 1

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

Correct Answer: D

QUESTION 2

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Correct Answer: D

QUESTION 3

Which of the following availability management activities are? Considered to be proactive as opposed to reactive

1.
Monitoring system availability
2.
Designing availability into a proposed solution

- A. Neither of the above
- B. Both of the above
- C. 1 only
- D. 2 only

Correct Answer: D



Reference: <http://theartofservice.com/availability-management-activities.html>

QUESTION 4

Which of the following activities are carried out in the "Where do we want to be?" step of the continual service improvement (CSI) model / approach?

- A. Implementing service and process improvements
- B. Reviewing measurable improvements
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

QUESTION 5

Which of the following CANNOT be stored and managed by a tool?

- A. Data
- B. Wisdom
- C. Information
- D. Knowledge

Correct Answer: B

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