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QUESTION 1

Which ITIL process is responsible for analyzing risks and counter measures?

- A. Service Desk
- B. Capacity Management
- C. Problem Management
- D. IT Service Continuity Management

Correct Answer: D

QUESTION 2

Security Management includes a number of sub-processes. Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

- A. Implement
- B. Maintenance
- C. Plan
- D. Control

Correct Answer: C

QUESTION 3

When implementing a new version of an application both Change Management and Release Management are involved. What is the responsibility of the Change Management process here?

- A. Change Management has the executive task in this phase.
- B. Change Management must check whether the new application functions properly.
- C. Change Management plays a coordinating role in this phase.
- D. Change Management draws up the change request for this.

Correct Answer: C

QUESTION 4

Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

- A. Capacity Management



- B. Service Level Management
- C. Availability Management
- D. Financial Management for IT Services

Correct Answer: D

QUESTION 5

Which of the following tasks is part of proactive Problem Management?

- A. making a change to resolve a problem
- B. analyzing trends
- C. managing Known Errors
- D. registering frequently occurring errors

Correct Answer: B

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