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QUESTION 1

In the Service Level Management Process, what happens during the activity called "monitoring"?

- A. guarding agreements with the customer
- B. acquiring customers
- C. guarding negotiations with the customer
- D. identifying the needs of customers

Correct Answer: A

QUESTION 2

Who is responsible for tracking and monitoring an incident?

- A. Problem Manager
- B. Problem Management staff
- C. Service Level Manager
- D. Service Desk

Correct Answer: D

QUESTION 3

What does Mean Time To Repair (MTTR) mean?

- A. average time of the breakdown-free period within a measured period
- B. average downtime of a service
- C. average time between two consecutive incidents
- D. average uptime of a service

Correct Answer: B

QUESTION 4

Where are activities documented with the aim of improving an IT service?

- A. Service Improvement Program (SIP)
- B. Service Quality Plan (SQP)



C. Service Level Agreement (SLA)

D. Service Catalogue

Correct Answer: A

QUESTION 5

Which ITIL process is responsible for creating the cost agreements for extra support of the Service Desk?

A. Incident Management

B. Availability Management

C. Financial Management for IT Services

D. Service Level Management

Correct Answer: D

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