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QUESTION 1

Which activity is not the responsibility of IT Service Continuity Management?

- A. analyzing risks
- B. executing impact analyses of incidents related to the back-out facilities
- C. drawing up back-out scenarios
- D. testing back-out arrangements

Correct Answer: B

QUESTION 2

Which ITIL process handles the implementation of the policy for access management and access to information systems?

- A. Availability Management
- B. Release Management
- C. Security Management
- D. Incident Management

Correct Answer: C

QUESTION 3

Which of the following is a department rather than a process?

- A. Problem Management
- B. Change Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

QUESTION 4

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 5

In the Change Management process, which role is ultimately responsible for the entire process?

A. Change Manager

B. Change Coordinator

C. Change Advisory Board

D. IT Manager

Correct Answer: A

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