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QUESTION 1

Who decides the category of a change?

- A. the customer
- B. the Service Desk
- C. the Problem Manager
- D. the Change Manager

Correct Answer: D

QUESTION 2

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

- A. Plan - Do - Check - Act
- B. Act - Check - Do - Plan
- C. Do - Plan - Check - Act
- D. Check - Plan - Act - Do

Correct Answer: A

QUESTION 3

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

- A. Availability Management
- B. Security Management
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: B

QUESTION 4

Which of the following describes the basic concept of Integrity in the Security Management process?

- A. the capacity to verify the correctness of the data



- B. the correctness of the data
- C. access to the data at any moment
- D. protection of the data against unauthorized access and use

Correct Answer: B

QUESTION 5

Information is regularly exchanged between Problem Management and Change Management. What information is this?

- A. Known Errors from Problem Management, on the basis of which Change Management can generate Requests for Change (RFCs)
- B. RFCs resulting from Known Errors
- C. RFCs from the Service Desk that Problem Management passes on to Change Management
- D. RFCs from the users that Problem Management passes on to Change Management

Correct Answer: B

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