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QUESTION 1

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1.

Monitoring system availability

2.

Designing availability into a proposed solution

A. None of the above

B. Both of the above

C. 1 only

D. 2 only

Correct Answer: D

QUESTION 2

In which core UIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

Correct Answer: B

QUESTION 3

Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management

B. Supplier management and change management

C. Availability management and service level management

D. Supplier management and availability management

Correct Answer: A



QUESTION 4

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

Correct Answer: D

QUESTION 5

In which of the following areas would ITIL complementary guidance provide assistance?

1.
Adapting best practice for specific industry sectors
 2.
Integrating ITIL with other operating models
- A. Both of the above
 - B. Neither of the above
 - C. Option 1 only
 - D. Option 2 only

Correct Answer: A

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