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QUESTION 1

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

Correct Answer: C

QUESTION 2

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 3

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A



QUESTION 4

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

Correct Answer: B

QUESTION 5

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

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