



EX0-117^{Q&As}

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QUESTION 1

Which one of the following is NOT a characteristic of a process?

- A. It is measureable
- B. It delivers specific results
- C. It responds to specific events
- D. It structure an organization

Correct Answer: D

QUESTION 2

Where should the following information be stored?

1.
The experience of staff
 2.
Records of user behaviour
 3.
Supplier\\'s abilities and requirements
 4.
User skill levels
- A. The forward schedule of change
 - B. The service portfolio
 - C. A configuration management database (CMDB)
 - D. The service knowledge management system (SKMS)

Correct Answer: D

QUESTION 3

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

QUESTION 4

Which of the following are the MAIN objectives of incident management?

1.
To automatically detect service-affecting events
 2.
To restore normal service operation as quickly as possible
 3.
To minimize adverse impacts on business operations
- A. 1 and 2 only
 - B. 2 and 3 only
 - C. 1 and 3 only
 - D. All of the above

Correct Answer: B

QUESTION 5

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfilment
- B. Service portfolio management
- C. Service desk
- D. IT finance

Correct Answer: A

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