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QUESTION 1

Which process is responsible for the availability, confidentiality and integrity of data?

A. Service catalogue management

B. Service asset and configuration management

C. Change management

D. Information security management

Correct Answer: D

QUESTION 2

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

A. Training in risk management for all staff and identification of risks

B. Identification of risk, analysis and management of the exposure to risk

C. Control of exposure to risk and investment of capital

D. Training of all staff and investment of capital

Correct Answer: B

QUESTION 3

Which of the following is the BEST description of a service-based service level agreement (SLA)?

A. The SLA covers one service, for all the customers of that service

B. The SLA covers an individual customer group for all services they use

C. An SLA that covers all customers for all services

D. An SLA for a service with no customers

Correct Answer: A

QUESTION 4

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

A. To prevent problems and their 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 5

A process owner is responsible for which of the following?

1.

 Defining the process strategy

2.

 Assisting with process design

3.

 Improving the process

4.

 Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Correct Answer: C

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