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QUESTION 1

What BEST defines roles and responsibilities in relation to process and activities?

A. Human resource model

B. Configuration baseline

C. Service model

D. RACI matrix

Correct Answer: D

QUESTION 2

Which of the following should be considered when designing measurement systems, methods and metrics?

1.

 The services

2.

 The architectures

3.

 The configuration items

4.

 The processes

A. 2 and 3 only

B. 1 and 3 only

C. 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 3

Which process would you MOST expect to be involved in the management of underpinning contracts?

A. Change management

B. Service catalogue management

C. Supplier management

D. Release and deployment management

Correct Answer: C

QUESTION 4

Why is it important for service providers to understand patterns of business activity (PBA)?

A. PBA are based on organizational roles and responsibilities

B. IT service providers CANNOT schedule changes until they understand PBA

C. Demand for the services delivered by service providers are directly influenced by PBA

D. Understanding PBA is the only way to enable accurate service level reporting

Correct Answer: C

QUESTION 5

What does the term "Wisdom" represent within the Data-to-Information-to-Knowledge-to- Wisdom (DIKW)?

A. The complete collection of all data and data repositories in the organization

B. The knowledge to manage organization processes and people

C. The complete collection of all process management structures in the organization

D. The contextual awareness to provide strong common sense judgement

Correct Answer: D

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