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QUESTION 1

Which groups of people would work according to an operational level agreement?

- A. Business units
- B. All stakeholders
- C. External IT teams
- D. Internal IT teams

Correct Answer: D

QUESTION 2

Which formal agreement minimizes the risk of disputes that can occur between an IT service provider and an external supplier?

- A. Operational contract
- B. Underpinning contract
- C. Serviceability contract
- D. Service level contract

Correct Answer: B

QUESTION 3

What is the BEST definition of a definitive media library?

- A. It is a secure library in which the latest versions of authorized software items are stored and protected
- B. It is a structured document with definitive information regarding all live IT services, including those available for deployment
- C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected
- D. It is a set of tools and databases that is used to manage knowledge, information and data

Correct Answer: C

QUESTION 4

What is the CORRECT definition of service management?



- A. A set of specialised assets for transitioning services into the live operational environment
- B. A set of specialised organisational capabilities for delivering value to customers in the form of services
- C. A group of events that meet the demand from customers for services that they receive
- D. A group of people that manages services to fulfil the needs of users and customers

Correct Answer: B

QUESTION 5

Which process has the objective to identify changes to the customer environment that could potentially impact the type, level or utilization of services provided?

- A. Business relationship management
- B. Service level management
- C. Availability management
- D. Change management

Correct Answer: D

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