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QUESTION 1

Which of the following is an example of proactive problem management?

- A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- B. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- C. Suspicion or detection of a cause of one or more incidents by the service desk
- D. Trending of historical incident records to identify one or more underlying causes

Correct Answer: B

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 statement about services is CORRECT?

- A. External services are provided to business units in the same organisation
- B. Internal services are provided by suppliers to the internal IT department
- C. External services are delivered to external customers
- D. Internal services are delivered to external customers

Correct Answer: B

QUESTION 4

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle



B. The continual service improvement approach

C. The seven-step improvement process

D. The service lifecycle

Correct Answer: A

QUESTION 5

Which of the following are classed as stakeholders in service management?

1.

Customers

2.

Users

3.

Suppliers

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

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