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QUESTION 1

Which process monitors and improves the performance of the service transition stage of the service lifecycle?

- A. Transition planning and support
- B. Design co-ordination
- C. Change management
- D. Service transition management

Correct Answer: A

QUESTION 2

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1.

Providing an understanding of what strategy is

2.

Ensuring a working relationship between the customer and service provider

3.

Defining how value is created

- A. 1 only
- B. 2 only
- C. 3 only
- D. All of the above

Correct Answer: D

QUESTION 3

Which of the following BEST describes a service level agreement (SLA)?

- A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties
- B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached
- C. The key service targets and responsibilities of both parties that are used to hold each party accountable when



disputes arise

D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Correct Answer: A

QUESTION 4

Which problem management activity ensures that a problem can be easily tracked and management information can be obtained?

A. Categorization

B. Detection

C. Prioritization

D. Escalation

Correct Answer: A

QUESTION 5

Where should incident resolution targets to be documented?

A. A service level agreement (SLA).

B. A request for change (RFC).

C. The service portfolio

D. A service description

Correct Answer: A

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