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QUESTION 1

Which BEST describes a situation in which the emergency change advisory board (ECAB) is used?

- A. Following a full change advisory board (CAB) to resolve any outstanding agenda items
- B. During peak or holiday periods when emergencies are more likely to occur
- C. In an emergency situation when it is not possible to convene a full CAB
- D. Outside the normal working hours of the business unit

Correct Answer: C

QUESTION 2

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

QUESTION 3

Which of the following statement about the service owner is INCORRECT?

- A. Carries out the day-to-day monitoring and operation of the service they own
- B. Contributes to continual improvement affecting the service they own
- C. Is a stakeholder in all of the IT processes which support the service they own
- D. Is accountable for a specific service within an organization

Correct Answer: A

QUESTION 4

Which is a supplier category?

- A. Technical
- B. Commodity



C. Customer D. Resource

Correct Answer: D

QUESTION 5

Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

Correct Answer: C

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