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QUESTION 1

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

Correct Answer: D

QUESTION 2

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

Correct Answer: C

QUESTION 3

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Correct Answer: D

QUESTION 4

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements



- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

Correct Answer: C

QUESTION 5

Which of the following are the MAIN objectives of incident management?

1.
To automatically detect service-affecting events
 2.
To restore normal service operation as quickly as possible
 3.
To minimize adverse impacts on business operations
- A. 1 and 2 only
 - B. 2 and 3 only
 - C. 1 and 3 only
 - D. All of the above

Correct Answer: B

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