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QUESTION 1

Which is a responsibility of a customer within the service level management process?

- A. Negotiate third party contracts
- B. Measure service availability
- C. Supply good or services
- D. Agree Service level targets

Correct Answer: D

QUESTION 2

Identify the missing word(s) in the following sentence.

The service desk should be the entry point and single point of contact for the [?] with all of its users.

- A. Service consumer
- B. Service provider
- C. Customer
- D. Supplier

Correct Answer: B

QUESTION 3

Which ITIL practice recommends performing service reviews to ensure that services continue to meet the needs of the organization?

- A. Service desk
- B. Service request management
- C. Service level management
- D. Service configuration management

Correct Answer: C

QUESTION 4

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?



- A. Supplier management
- B. Change enablement
- C. Relationship management
- D. Service desk

Correct Answer: C

QUESTION 5

A Service Level Agreement is?

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and their customer
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and an internal organization

Correct Answer: B

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