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QUESTION 1

What is the purpose of problem management?

A. Reduces the likelihood and impact of incidents

B. Ensures services are restored as soon as possible

C. Helps direct the incident to the correct support area

D. Determines how the service provider is perceived

Correct Answer: A

QUESTION 2

Which statement about the steps to fulfill a service request is CORRECT?

A. They should be complex and detailed

B. They should be well-known and proven

C. They should include incident handling

D. They should be brief and simple

Correct Answer: B

QUESTION 3

Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure

B. Providing guidance to IT Operations about how best to manage the application

C. Deciding whether to buy or build an application

D. Assisting in the design of the application

Correct Answer: A

QUESTION 4

What type of chance is often used for resolving incidents or implementing security patches?

A. Slandaid uhar ye

B. Normal change

C. Emergency change

D. Change model

Correct Answer: C

QUESTION 5

Which describes a CORRECT approach to change authorization?

A. Changes included in the change schedule are pre-authorized and do not need additional authorization

B. Normal changes should be assessed and authorized before they are deployed

C. Emergency changes should be authorized by as many people as possible to reduce risk

D. Normal changes are typically implemented as service requests and authorized by the service desk

Correct Answer: B

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