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QUESTION 1

Which list includes information that would be collected when any incident is first logged?

A. Unique reference number, escalation activity, incident priority

B. Unique reference number, incident priority, description of symptoms

C. Escalation activity, closure category, resolution date and time D. Closure category, description of symptoms, resolution date and time

Correct Answer: B

QUESTION 2

Which dimension considers data security and privacy?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: B

QUESTION 3

Which model delivers a view of the services, assets and infrastructure?

A. Incident Model

B. Problem Model

C. Configuration Model

D. Change Model

Correct Answer: C

QUESTION 4

What is typically needed to assign complex incidents to support groups?

A. A self-help tool

B. The incident priority

C. A change schedule

D. The incident category

Correct Answer: D

QUESTION 5

Which one of the following statements BEST describes a definitive media library (DML)?

A. A secure location where definitive hardware spares are held

B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected

C. A database that contains definitions of all media CIs

D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

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