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QUESTION 1

Of which ITIL process are Reliability, Serviceability and Maintainability components?

A. Service Level Management

B. IT Service Continuity Management

C. Problem Management

D. Availability Management

Correct Answer: D

QUESTION 2

Where are the statuses of changes recorded?

A. in the Configuration Management Database (CMDB)

B. in the Known Error database

C. in the Change database

D. in the Definitive Software Library (DSL)

Correct Answer: A

QUESTION 3

Where is the planning of changes kept up to date?

A. the CAB (Change Advisory Board)

B. SIP (Service Improvement Program)

C. the CMDB (Configuration Management Database)

D. the FSC (Forward Schedule of Changes)

Correct Answer: D

QUESTION 4

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

A. Problem Analysis

B. Proactive Problem Management

C. Monitoring

D. Error Control

Correct Answer: D

QUESTION 5

What is a baseline in the IT infrastructure?

A. a minimum value for a customer service (\\'must at least satisfy?)

B. the most important infrastructure (such as a network) to which all kinds of workstations and services can be linked

C. a standard configuration (such as a standard workstation)

D. a document that states how the infrastructure must be dealt with in an organization (vision)

Correct Answer: C

QUESTION 6

Which of the following is an example of proactive Problem Management?

A. a trend analysis

B. a report regarding the Problem Management process

C. a change request

D. an urgent change

Correct Answer: A

QUESTION 7

Which statement best describes the role of the Service Desk?

A. The Service Desk ensures that the telephone is always manned.

B. The primary task of the Service Desk is to investigate problems.

C. The Service Desk functions as the first contact for the customer.

D. The Service Desk ensures that the agreed IT service is available.

Correct Answer: C

QUESTION 8

What does Mean Time To Repair (MTTR) mean?

A. average time between two consecutive incidents

B. average downtime of a service

C. average time of the breakdown-free period within a measured period

D. average uptime of a service

Correct Answer: B

QUESTION 9

What does Mean Time To Repair (MTTR) mean?

A. average time of the breakdown-free period within a measured period

B. average downtime of a service

C. average time between two consecutive incidents

D. average uptime of a service

Correct Answer: B

QUESTION 10

Where are activities documented with the aim of improving an IT service?

A. Service Level Agreement (SLA)

B. Service Catalogue

C. Service Quality Plan (SQP)

D. Service Improvement Program (SIP)

Correct Answer: D

QUESTION 11

Which ITIL process includes the activity of describing and registering all components in the IT infrastructure?

A. Configuration Management

B. Capacity Management

C. Problem Management

D. Service Level Management

Correct Answer: A

QUESTION 12

Which ITIL process provides change proposals in order to eliminate structural errors?

A. Security Management

B. Problem Management

C. IT Service Continuity Management

D. Availability Management

Correct Answer: B

QUESTION 13

Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

A. Release Management

B. Application Management

C. Capacity Management

D. Configuration Management

Correct Answer: A

QUESTION 14

Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

A. Availability Management

B. Incident Management

C. Service Level Management

D. Capacity Management

Correct Answer: D

QUESTION 15

Which ITIL process handles the implementation of the policy for access management and access to information

systems?

A. Availability Management

B. Release Management

C. Security Management

D. Incident Management

Correct Answer: C