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QUESTION 1

Which of the following is the BEST definition of an event?

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

QUESTION 2

Which guiding principle considers the importance of customer loyalty?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Start where you are

Correct Answer: B

QUESTION 3

Which is a key requirement for a successful service level agreement?

- A. It should be written in legal language
- B. It should be simply written and easy to understand
- C. It should be based on the service provider's view of the service
- D. It should relate to simple operational metrics

Correct Answer: B

QUESTION 4

Which one of the following do technology metrics measure?

- A. Components
- B. Processes



- C. The end-to-end service
- D. Customer satisfaction

Correct Answer: A

QUESTION 5

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

Correct Answer: C

QUESTION 6

Which of the following processes are performed by the service desk?

1.
Capacity management
2.
Request fulfillment
3.
Demand management
4.
Incident management

- A. All of the above
- B. 3 and 4 only
- C. 2 and 4 only
- D. 2 only

Correct Answer: C

QUESTION 7



Which role approves the cost of services?

- A. User
- B. Change authority
- C. Sponsor
- D. Customer

Correct Answer: C

QUESTION 8

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists
- C. Provision of information used to compare actual performance against design standards
- D. Provision of information to users and customers about the availability of services and the procedure for obtaining them

Correct Answer: C

Exam D

QUESTION 9

Which of the following is an example of proactive problem management?

- A. Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident
- B. Analysis of an incident by a technical support group which reveals that an underlying problem exists, or is likely to exist
- C. Suspicion or detection of a cause of one or more incidents by the service desk
- D. Trending of historical incident records to identify one or more underlying causes

Correct Answer: B

QUESTION 10

Which of the following should be documented in an incident model?

- 1.



Details of the service level agreement (SLA) pertaining to the incident

2.

Chronological order of steps to resolve the incident

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Correct Answer: B

QUESTION 11

Which service lifecycle stage provides the following values to the business?

- A. Service transition
- B. Service strategy
- C. Service operation
- D. Service design

Correct Answer: C

QUESTION 12

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Correct Answer: A



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