



58^{Q&As}

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QUESTION 1

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

Correct Answer: C

QUESTION 2

Which BEST describes the purpose of the CSI register?

- A. To capture, record and prioritize all improvement opportunities
- B. To store details of all component CIs and their interfaces
- C. To be a central repository for all IT service management related information
- D. To record details of all live services and their service targets

Correct Answer: A

QUESTION 3

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

Correct Answer: D

QUESTION 4

Which process has the following objective, \"Produce service design packages (SDPs) based on service charters and change requests\"?

- A. Service transition planning and support



- B. Design coordination
- C. Service level management
- D. Change management

Correct Answer: B

QUESTION 5

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

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