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QUESTION 1

Which process has the purpose to ensure that, by managing the risks could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Change management
- B. IT service continuity management
- C. Financial management for IT services
- D. Service catalog management

Correct Answer: B

QUESTION 2

What does the 'C' in 'RACI' refer to?

- A. Communicate
- B. Configure
- C. Customer
- D. Consult

Correct Answer: D

QUESTION 3

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Correct Answer: C

QUESTION 4

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services



- B. Customers design IT services; users test IT services
- C. Customers sell IT services; users improve IT services
- D. Customers agree the service levels; users buy IT services

Correct Answer: A

QUESTION 5

Access management is responsible for executing the policies that are defined in which process?

- A. Service portfolio management
- B. Information security management
- C. Change management
- D. Problem management

Correct Answer: B

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