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QUESTION 1

Which of the following types of service should be included in the scope of service portfolio management?

1.

Those planned to be delivered

2.

Those being delivered

3.

Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 2

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

A. To ensure that a service can be managed and operated in accordance with constraints specified during design

B. To design and develop capabilities for service management

C. To provide good-quality knowledge and information about services

D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 3

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach



D. The Deming Cycle

Correct Answer: A

QUESTION 4

The consideration of value creation is a principle of which stage of the service lifecycle?

- A. Continual service improvement
- B. Service strategy
- C. Service design
- D. Service transition

Correct Answer: B

QUESTION 5

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

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