



BH0-012^{Q&As}

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QUESTION 1

Which of the following are managed by facilities management?

1.

Hardware within a data centre or computer room

2.

Applications

3.

Power and cooling equipment

4.

Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 2

Which one of the following is the BEST definition of reliability?

A. The availability of a service or component

B. The level of risk that affects a service or process

C. How long a service or configuration item (CI) can perform its function without failing

D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 3

The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service

B. An unplanned interruption to service or a reduction in the quality of service



C. Any disruption to service whether planned or unplanned

D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

QUESTION 4

Which one of the following is the purpose of service level management?

A. To carry out the service operations activities needed to support current IT services

B. To ensure that sufficient capacity is provided to deliver the agreed performance of services

C. To create and populate a service catalogue

D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 5

Which one of the following statements is CORRECT?

A. The configuration management system is part of the known error database

B. The service knowledge management system is part of the configuration management system

C. The configuration management system is part of the service knowledge management system

D. The configuration management system is part of the configuration management database

Correct Answer: C

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