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QUESTION 1

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

QUESTION 2

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

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

Correct Answer: A

QUESTION 3

Which of the following BEST describes partners in the phrase people, processes, products and partners?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Correct Answer: A

QUESTION 4

When can a known error record be raised?

- 1.

At any time it would be useful to do so



2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 5

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration baseline

B. Project baseline

C. Change baseline

D. Asset baseline

Correct Answer: A

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