



# BH0-012<sup>Q&As</sup>

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### QUESTION 1

Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

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### QUESTION 2

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

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### QUESTION 3

In terms of adding value to the business, which one of the following describes service operation's contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modelled
- D. Service value is visible to customers

Correct Answer: D

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### QUESTION 4

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

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#### QUESTION 5

What do customer perceptions and business outcomes help to define?

A. The value of a service

B. Governance

C. Total cost of ownership (TCO)

D. Key performance indicators (KPIs)

Correct Answer: A

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