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

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**QUESTION 1**

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, plans

C. People, process, products, partners

D. People, products, plans, partners

Correct Answer: C

**QUESTION 2**

What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management

B. Emergency change advisory board

C. Urgent change board

D. Urgent change authority

Correct Answer: B

**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**

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, problems

C. People, process, products, partners

D. People, products, perspective, partners

Correct Answer: C

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**QUESTION 5**

Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)

B. Third-party contracts

C. The service portfolio

D. Operational level agreements (OLAs)

Correct Answer: B

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