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QUESTION 1

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

A. Service asset and configuration management

B. Event management

C. Service catalogue management

D. Problem management

Correct Answer: B

QUESTION 2

Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design

B. To ensure that each release package specified by service design consists of a set of related assets and service components

C. To ensure that all changes can be tracked, tested and verified if appropriate

D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 3

Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

QUESTION 4

Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers

B. A service that cannot be allowed to fail

C. One which is not covered by a service level agreement

D. A service not directly used by the business

Correct Answer: A

QUESTION 5

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

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