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QUESTION 1

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

QUESTION 2

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4:

Identifying possible future markets that the service provider could operate in

- A.
1, 2 and 3 only
- B.
1 and 2 only
- C.
1, 2 and 4 only
- D.
All of the above

Correct Answer: A

QUESTION 3

Which one of the following is concerned with policy and direction?

- A. Capacity management



- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 4

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B

QUESTION 5

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

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