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QUESTION 1

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 2

Which of the following types of service should be included in the scope of service portfolio management?

1.

 Those planned to be delivered

2.

 Those being delivered

3.

 Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 3

Which of the following are reasons why ITIL is successful?

1.

 ITIL is vendor neutral

2.

 It does not prescribe actions

3.

 ITIL represents best practice

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 4

Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Correct Answer: A

QUESTION 5

What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

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