BH0-012 Q&As

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QUESTION 1

Which of the following are the MAIN objectives of incident management?

1.

 To automatically detect service-affecting events

2.

 To restore normal service operation as quickly as possible

3.

 To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: B

QUESTION 2

Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Correct Answer: C

QUESTION 3

Which one of the following is NOT the responsibility of service catalogue management?

A. Ensuring that information in the service catalogue is accurate

B. Ensuring that service level agreements are maintained

C. Ensuring that information in the service catalogue is consistent with information in the service portfolio

D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 4

Which one of the following is the BEST definition of the term \\'service management\\'?

A. A set of specialized organizational capabilities for providing value to customers in the form of services

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

C. The management of functions within an organization to perform certain activities

D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 5

Where would you expect incident resolution targets to be documented?

A. A service level agreement (SLA)

B. A request for change (RFC)

C. The service portfolio

D. A service description

Correct Answer: A

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