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QUESTION 1

Which is the first step in the 7 Step Improvement Process?

- A. Where are we now?
- B. Identify gaps in Service Level Agreement (SLA) achievement
- C. Prepare for action D. Define what you should measure

Correct Answer: D

QUESTION 2

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a Change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change request of a failed change

Correct Answer: B

QUESTION 3

Which statement about Service Level Agreements (SLAs) is CORRECT?

- A. They must contain legal wording because of their importance
- B. There should always be a separate SLA for each specific customer
- C. The wording must be clear and concise to allow no room for ambiguity
- D. Changes to the SLA can only be requested by the customer

Correct Answer: C

QUESTION 4

Which model delivers a view of the services, assets and infrastructure?

- A. Incident Model
- B. Problem Model
- C. Configuration Model



D. Change Model

Correct Answer: C

QUESTION 5

Which stage of the Continuous Service Improvement (CSI) model stages is BEST described as '\Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

Correct Answer: B

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