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QUESTION 1

Service Transition contains detailed descriptions of which processes?

- A. Change Management, Service Asset and Configuration Management, Release and Deployment Management
- B. Change Management, Capacity Management Event Management, Service Request Management
- C. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management
- D. Service Asset and Configuration Management, Release and Deployment Management, Request Fulfillment

Correct Answer: A

QUESTION 2

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Service Transition
- B. Risk Management
- C. IT Service Continuity Management
- D. Availability Management

Correct Answer: A

QUESTION 3

Which of the following are the main objectives of incident Management? Select all that apply

- A. To minimize adverse impacts on business operations
- B. To automatically detect service affecting Events
- C. The restore normal service operation as quickly as possible

Correct Answer: A

QUESTION 4

Who is responsible for defining Key Performance Indicators for Change Management?

- A. The Service Owner
- B. The Continual Service Improvement Manager



C. The Change Advisory Board (CAB)

D. The Change Management Process Owner

Correct Answer: A

QUESTION 5

Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

A. The Service Level Manager

B. The IT Service Continuity Manager

C. The Service Catalogue Manager

D. The Supplier Manager

Correct Answer: D

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