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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 of the following is NOT a characteristic of a process?

A. It is measurable

B. It delivers specific results

C. It responds to specific events

D. It structures an organization

Correct Answer: D

QUESTION 3

Effective release and deployment management enables the service provider to add value to the business by?

A. Ensures that the fastest servers are purchased

B. Delivering change, faster and at optimum cost and minimized risk

C. Verifying the accuracy of all items in the configuration management database

D. Ensuring that all assets are accounted for

Correct Answer: B

QUESTION 4

Which of the following questions does Service Strategy help answer with its guidance?

1.

 How do we prioritize investments across a portfolio?

2.

 What services to offer and to whom?

3.

 What are the Patterns of Business Activity (PBA)?

A. 3 only

B. 1 only

C. 2 only

D. All of the above

Correct Answer: D

QUESTION 5

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

A. Service Strategy

B. Continual Service Improvement

C. Service Operation

D. Service Design

Correct Answer: B

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