



EX0-001^{Q&As}

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QUESTION 1

Which of the following is NOT defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Correct Answer: C

QUESTION 2

A process owner is responsible for which of the following?

1.
Defining the process strategy
2.
Assisting with process design
3.
Improving the process
4.
Performing all activities involved in a process

- A. 2, 3 and 4 only
- B. All of the above
- C. 1, 2 and 3 only
- D. 1, 2 and 4 only

Correct Answer: C

QUESTION 3

What are Request Models used for?

- A. Capacity Management
- B. Modelling arrival rates and performance characteristics of service requests



- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D

QUESTION 4

Which of the following activities is NOT a part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Coordinate

Correct Answer: D

QUESTION 5

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Correct Answer: D

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