



EX0-001^{Q&As}

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QUESTION 1

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand management
- B. Incident management
- C. Release and deployment management
- D. Request fulfillment

Correct Answer: D

QUESTION 2

Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

Correct Answer: D

QUESTION 3

Which of the following are valid parts of the service portfolio?

1.
Service pipeline
 2.
Service knowledge management system (SKMS)
 3.
Service catalogue
- A. 1 and 2 only
 - B. 3 only
 - C. 1 and 3 only
 - D. All of the above



Correct Answer: C

QUESTION 4

Which of these recommendations is best practice for service level management?

1.

Include legal terminology in service level agreements (SLAs)

2.

It is NOT necessary to be able to measure all the targets in an SLA

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: D

QUESTION 5

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

A. Act

B. Plan

C. Do

D. Coordinate

Correct Answer: D

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