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QUESTION 1

Which ITIL process is responsible for determining the hardware necessary in order to support an application?

A. Change Management

B. Configuration Management

C. Availability Management

D. Capacity Management

Correct Answer: D

QUESTION 2

Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

A. Change Management

B. Incident Management

C. Service Desk

D. Customer Relationship Management

Correct Answer: C

QUESTION 3

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

A. a request for the installation of a new bookkeeping package

B. a report that the printer is not working

C. a question about where the manual is

D. information about the departure time of the train to London

Correct Answer: B

QUESTION 4

What is meant by the urgency of an incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the relative importance of the incidents when handling them

D. the time needed by IT Services to resolve the incident

Correct Answer: A

QUESTION 5

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day. What part of the Capacity Management process does this refer to?

A. Modeling

B. Demand Management

C. Application Management

D. Application Sizing

Correct Answer: B