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QUESTION 1

A number of new PCs have been installed at a company's offices. For which of the following activities was Configuration Management responsible?

- A. recording data regarding the PCs
- B. establishing the correct links in the Local Area Network
- C. installing software
- D. making available the necessary user's manuals

Correct Answer: A

QUESTION 2

For what is Capacity Management responsible?

- A. Security
- B. Maintainability
- C. Resource Management
- D. Serviceability

Correct Answer: C

QUESTION 3

When is a back-out plan invoked?

- A. When it is found that something went wrong when implementing a Change.
- B. When it is found that something went wrong when testing a Change.
- C. When it is found that something went wrong when building a Change.
- D. When it is found that something went wrong when scheduling resources.

Correct Answer: A

QUESTION 4

In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision. Which of the following ITIL processes could also initiate this kind of measure?

- A. Availability Management



- B. Incident Management
- C. Capacity management
- D. Change Management

Correct Answer: A

QUESTION 5

What is the first activity when implementing a release?

- A. designing and building a release
- B. communicating and preparing the release
- C. compiling the release schedule
- D. testing a release

Correct Answer: C

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