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QUESTION 1

What does Mean Time To Repair (MTTR) mean?

- A. average time of the breakdown-free period within a measured period
- B. average downtime of a service
- C. average time between two consecutive incidents
- D. average uptime of a service

Correct Answer: B

QUESTION 2

Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Release Management
- B. Configuration Management
- C. Capacity Management
- D. Application Management

Correct Answer: A

QUESTION 3

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

QUESTION 4

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management. What is the difference between Asset Management and Configuration Management?

- A. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.



B. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.

C. Configuration Management is a component of Asset Management, so there are no differences between them.

D. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.

Correct Answer: D

QUESTION 5

Which subject should be one of the standard items on the agenda of a meeting of the Change Advisory Board (CAB)?

A. the wishes of customers to implement Changes

B. the registration of Changes

C. reports from Service Level Management

D. ongoing or concluded Changes

Correct Answer: D

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