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QUESTION 1

Who is responsible for tracking and monitoring an incident?

- A. Problem Manager
- B. Problem Management staff
- C. Service Level Manager
- D. Service Desk

Correct Answer: D

QUESTION 2

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

- A. Which Requests for Change have been submitted for a specific server?
- B. Which Configuration Items does a specific service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. What incidents or problems have there been for this PC?

Correct Answer: C

QUESTION 3

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 4

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

- A. Problem Management



- B. Incident Management
- C. Change Management
- D. Availability Management

Correct Answer: B

QUESTION 5

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by defining service levels
- C. by measuring customer satisfaction
- D. by reporting on all incidents

Correct Answer: C

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