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QUESTION 1

The Application Sizing activity is part of Capacity Management. What is Application Sizing?

A. measuring the load that an application places on the hardware

B. keeping the capacity used by the applications up-to-date

C. checking how an application has grown

D. determining the hardware capacity required to support new (or adapted) applications

Correct Answer: D

QUESTION 2

Which activity is not the responsibility of IT Service Continuity Management?

A. analyzing risks

B. executing impact analyses of incidents related to the back-out facilities

C. drawing up back-out scenarios

D. testing back-out arrangements

Correct Answer: B

QUESTION 3

Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

A. Availability Management

B. Incident Management

C. Service Level Management

D. Capacity Management

Correct Answer: D

QUESTION 4

What is the meaning of the term Serviceability?

A. the degree of support that the Service Desk provides to the customer

B. the degree of availability of the IT services that can be offered

C. the degree to which the provision of IT services can be supported by maintenance contracts

D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Correct Answer: C

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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