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QUESTION 1

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 2

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 3

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 4

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?



- A. the relationship to other Configuration Items
- B. the impact of the Configuration Item
- C. the Request for Change number for the Configuration Item
- D. repairs to the Configuration Item

Correct Answer: A

QUESTION 5

Which activity is not a Service Desk activity?

- A. solving a Problem
- B. relating an incident to a Known Error
- C. registering Incidents
- D. applying temporary fixes

Correct Answer: A

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