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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

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 3

The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?

- A. Configuration Management
- B. Incident Management
- C. Problem Management
- D. Release Management

Correct Answer: D

QUESTION 4

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?



- A. a request for the installation of a new bookkeeping package
- B. a report that the printer is not working
- C. a question about where the manual is
- D. information about the departure time of the train to London

Correct Answer: B

QUESTION 5

Which aspects are described in a Service Level Agreement (SLA)?

- A. the company strategy
- B. the technological developments that can affect the services offered
- C. the quality, expressed in quantity and costs, of the services offered
- D. the costs and expected revenue of the services offered

Correct Answer: C

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