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QUESTION 1

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

A. testing back-out arrangements

B. analyzing risks

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

D. drawing up back-out scenarios

Correct Answer: C

QUESTION 2

A customer calls the Service Desk and reports that the system is slow. He asks whether he can be given another PC like his colleague\'s, which is much faster. Which term is applicable to this situation?

A. Problem

B. Request for Change

C. Incident

D. Classification

Correct Answer: C

QUESTION 3

What is the primary task of Error Control?

A. checking problems and incidents

B. classifying and defining the priorities of problems

C. correcting Known Errors

D. providing information to the users

Correct Answer: C

QUESTION 4

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 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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