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QUESTION 1

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Correct Answer: C

QUESTION 2

Which of the following service desk organizational structures are described in service operation?

- 1.
Local service desk
- 2.
Virtual service desk
- 3.
IT help desk
- 4.
Follow the sun

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only
- C. 1, 3 and 4 only
- D. 1, 2 and 3 only

Correct Answer: A

QUESTION 3

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service



- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

QUESTION 4

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 5

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Correct Answer: C

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