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QUESTION 1

Which one of the following is concerned with policy and direction?

A. Capacity management

B. Governance

C. Service design

D. Service level management

Correct Answer: B

QUESTION 2

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfillment, and access management

B. Event management, incident management, change management, and access management

C. Incident management, problem management, service desk, request fulfillment, and event management

D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

QUESTION 3

Which one of the following statements BEST describes a definitive media library (DML)?

A. A secure location where definitive hardware spares are held

B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected

C. A database that contains definitions of all media CIs

D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

QUESTION 4

Which one of the following do technology metrics measure?

A. Components

B. Processes

C. The end-to-end service

D. Customer satisfaction

Correct Answer: A

QUESTION 5

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, plans

C. People, process, products, partners

D. People, products, plans, partners

Correct Answer: C

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