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QUESTION 1

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

Correct Answer: C

QUESTION 2

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

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

Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps."

What are these four Ps?



- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

Correct Answer: C

QUESTION 5

Which of the following are the MAIN objectives of incident management?

- 1.
To automatically detect service-affecting events
 - 2.
To restore normal service operation as quickly as possible
 - 3.
To minimize adverse impacts on business operations
- A. 1 and 2 only
 - B. 2 and 3 only C
 - C. 1 and 3 only
 - D. All of the above

Correct Answer: B

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