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QUESTION 1

In which of the following should details of a workaround be documented?

A. The service level agreement (SLA)

B. The problem record

C. The availability management information system

D. The IT service plan

Correct Answer: B

QUESTION 2

Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design

B. To ensure that each release package specified by service design consists of a set of related assets and service components

C. To ensure that all changes can be tracked, tested and verified if appropriate

D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 3

Which of the following statements about standard changes are CORRECT?

1.

 The approach is pre-authorized

2.

 The risk is usually low and well understood

3.

 Details of the change will be recorded

4.

 Some standard changes will be triggered by the request fulfilment process

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 4

Which of the following BEST describes technical management?

A. A function responsibilities for facilities management and building control systems

B. A function that provides hardware repair services for technology involved in the delivery of service to customers

C. Senior managers responsibilities for all staff within the technical support function

D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D

QUESTION 5

Which of the following statements describes the objectives of service asset and configuration management?

1.

To identify, control, report and verify service assets and configuration items (CIs)

2.

To account for, manage and protect the integrity of service assets and configuration items

3.

To establish and maintain an accurate and complete configuration management system

4.

To document all security controls together with their operation and maintenance

A. 1 and 2 only

B. 1, 2, and 3 only

C. 1, 3 and 4 only

D. All of the above

Correct Answer: A

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