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QUESTION 1

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of IT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

Identifying possible future markets that the service provider could operate in

A.

1, 2 and 3 only

B.

1 and 2 only

C.

1, 2 and 4 only

D.

All of the above

Correct Answer: A

QUESTION 2

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

QUESTION 3

Which is an objective of event management?

A. To maintain user satisfaction with the quality of IT services



- B. To detect changes of state that have significance for management of an IT service
- C. To provided a channel for users to receive standard services that they are expecting
- D. To minimize the impact of incidents due to service failures that cannot be prevented

Correct Answer: B

QUESTION 4

Which of the following correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Correct Answer: D

QUESTION 5

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfilment

Correct Answer: A

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