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QUESTION 1

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

A. Internal

B. External

C. Service desk

D. Shared services unit

Correct Answer: C

QUESTION 2

Can service operation improve efficiency in the business operation by automating common routines?

A. No, automating common routines improves effectiveness but not efficiency

B. Yes, through automating common routines and introducing the service knowledge management System (SKMS)

C. Yes, through automating common routines, more productive work can be carried out

D. No, automating common routines only results in preventing common problems

Correct Answer: B

QUESTION 3

Which stage of the service lifecycle includes the scope of service retirement and transfer of services between service providers?

A. Service transition

B. Service level management

C. Service operation.

D. Service Design.

Correct Answer: A

QUESTION 4

Why is it important for service providers to understand patterns of business activity (PBA)?

A. PBA are based on organizational roles and responsibilities

B. IT service providers CANNOT schedule changes until they understand PBA

C. Demand for the services delivered by service providers are directly influenced by PBA

D. Understanding PBA is the only way to enable accurate service level reporting

Correct Answer: C

QUESTION 5

What is a characteristic of a process?

A. It requires a specific tool

B. It is performance driven and measureable

C. It provides generic technical skills and resources

D. It does not react to a specific trigger

Correct Answer: B