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QUESTION 1

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 2

Which of the following BEST describes technical management?

- A. A function responsible 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 responsible 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 3

Which process analyses services that are no longer viable and when they should be retired?

- A. Change management
- B. Service portfolio management
- C. Service level management
- D. Business relationship management

Correct Answer: B

QUESTION 4

Where should the following information be stored?

1.

The experience of staff



2.

Records of user behaviour

3.

Supplier's abilities and requirements

4.

User skill levels

A. The change schedule

B. The service portfolio

C. A configuration management database (CMDB)

D. The service knowledge management system (SKMS)

Correct Answer: D

QUESTION 5

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

A. Configuration baseline

B. Project baseline

C. Change baseline

D. Asset baseline

Correct Answer: A

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