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QUESTION 1

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

Correct Answer: B

QUESTION 2

Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

Correct Answer: A

QUESTION 3

Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

- A. Service providers are able to respond more quickly to customer needs
- B. Bottlenecks in the service provider's workflow are identified
- C. The complexities of the service provider's IT systems are identified
- D. The service provider gains a better understanding of the customer experience

Correct Answer: A

QUESTION 4

Access management is responsible for executing the policies that are defined in which process?

- A. Service portfolio management



- B. Information security management
- C. Change management
- D. Problem management

Correct Answer: B

QUESTION 5

What is the reason for using a balanced bundle of service metrics?

- A. It reduces the number of metrics that need to be collected
- B. It reports each service element separately
- C. It provides an outcome-based view of services
- D. It facilitates the automatic collection of metrics

Correct Answer: C

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