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QUESTION 1

The definitive media library is the responsibility of:

- A. Facilities management
- B. Access management
- C. Request fulfillment
- D. Service asset and configuration management

Correct Answer: D

QUESTION 2

A configuration model can be used to help

(1)

Assess the impact and cause of incidents and problems

(2)

Assess the impact of proposed changes

(3)

Plan and design new or changed services

(4)

Plan technology refresh and software upgrades

A.

1, 2 and 3 only

B.

All of the above

C.

1, 2 and 4 only

D.

3 and 4 only

Correct Answer: B



QUESTION 3

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

Correct Answer: A

QUESTION 4

Which of the following are benefits to the business of implementing Service Transition?

(1)

Ability to adapt quickly to new requirements

(2)

Reduced cost to design new services

(3)

Improved success in implementing changes

A.

1 and 2 only

B.

2 and 3 only

C.

1 and 3 only

D.

None of the above

Correct Answer: C

QUESTION 5

Which is part of the value proposition of a service?

- A. Costs removed from the consumer by the service



- B. Costs imposed on the consumer by the service
- C. Risks imposed on the consumer by the service
- D. Outputs of the service received by the consumer

Correct Answer: A

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