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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

Which of the following types of service should be included in the scope of service portfolio management?

1.

 Those planned to be delivered

2.

 Those being delivered

3.

 Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 3

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes

B. Service strategy: Develop the offerings

C. Service transition: Plan and prepare for deployment

D. Service operation: IT operations management

Correct Answer: A

QUESTION 4

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT 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 5

Which of the following is an enabler of best practice?

A. Standards

B. Technology

C. Academic research

D. Internal experience

Correct Answer: B