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QUESTION 1

Which of the following are classed as stakeholders in service management?

1.

 Customers

2.

 Users

3.

 Suppliers

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 2

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

QUESTION 3

Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership

B. Improved quality of service

C. Improved Service alignment with business goals

D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 4

Within service design, what is the key output handed over to service transition?

A. Measurement, methods and metrics

B. Service design package

C. Service portfolio design

D. Process definitions

Correct Answer: B

QUESTION 5

Which of the following is NOT a source of best practice?

A. Standards

B. Technology

C. Academic research

D. Internal experience

Correct Answer: B

QUESTION 6

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A

QUESTION 7

What should the IT service continuity process primarily support?

A. Critical IT processes

B. All the services in the service portfolio

C. Business continuity strategy

D. Mission critical services at peak business periods

Correct Answer: C

QUESTION 8

Which of the following is an enabler of best practice?

A. Standards

B. Technology

C. Academic research

D. Internal experience

Correct Answer: B

QUESTION 9

Which two elements of financial management for IT services are mandatory?

A. Budgeting and charging

B. Accounting and charging

C. Budgeting and accounting

D. Costing and charging

Correct Answer: C

QUESTION 10

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management

B. Change management

C. Incident management

D. Service asset and configuration management

Correct Answer: D

QUESTION 11

Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements

B. Reviewing measurements and metrics

C. Creating a baseline

D. Defining measurable targets

Correct Answer: D

QUESTION 12

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of IT 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 13

What term describes assurance that a product or service will meet its agreed requirements?

A. Underpinning contract

B. Warranty

C. Service level agreement

D. Utility

Correct Answer: B

QUESTION 14

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 15

Which statement about the service portfolio is TRUE?

A. The service portfolio includes all services except those managed by third parties

B. It is an integral part of the service catalogue

C. It allows the organization unlimited resources when planning for new service deployments

D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Correct Answer: D

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