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QUESTION 1

In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

A. Only manage Incidents effectively through 1st and 2nd line

B. Only manage Incidents effectively through the 1st line

C. Only manage Incidents effectively at the 3rd line

D. Manage Incidents effectively through 1st, 2nd and 3rd line

Correct Answer: D

QUESTION 2

How is the Service Catalogue used to add value to the service provider organization?

A. Providing a central source of information on the IT services delivered

B. Showing the business impact of a change

C. Displaying the relationships between configuration items

D. To predict the root cause of issues in the IT infrastructure

Correct Answer: A

QUESTION 3

Which one of the following does service metrics measure?

A. Functions

B. Maturity and cost

C. The end-to-end service

D. Infrastructure availability

Correct Answer: C

QUESTION 4

Which of these is NOT a responsibility of Application Management?

A. Ensuring that the correct skills are available to manage the infrastructure

B. Providing guidance to IT Operations about how best to manage the application

C. Deciding whether to buy or build an application

D. Assisting in the design of the application

Correct Answer: A

QUESTION 5

Which of the following statements about processes is INCORRECT?

A. The output from a process has to conform to operational norms derived from business objectives

B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

C. The objective of any IT process should be expressed in terms of business benefits and goals

D. A process may define policies, standards and guidelines

Correct Answer: B

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