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QUESTION 1

You are reviewing a presentation that will relay the value of adopting Service Design disciplines. Which statement would NOT be part of the value proposition?

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 2

To add value to the business, what are the four reasons to monitor and measure?

A. Validate; Direct; Justify; Improve

B. Evaluate; Diagnose; Justify; Intervene

C. Validate; Direct; Justify; Intervene

D. Evaluate; Direct; Justify; Improve

Correct Answer: C

QUESTION 3

What is the definition of an Alert?

A. A type of Incident

B. A warning that a threshold has been reached or that something has changed

C. An error message to the user of an application

D. An audit report that indicates areas where IT is not performing according to agreed procedures

Correct Answer: B

QUESTION 4

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

A. Service Design

B. Service Transition

C. Service Strategy

D. Service Operation

Correct Answer: C

QUESTION 5

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1) Assessing the impact and cause of Incidents and Problems 2) Assessing the impact of proposed Changes 3) Planning and designing a Change to an existing service 4) Planning a technology refresh or software upgrade

A. 1 and 2 only

B. All of the above

C. 1, 2 and 4 only

D. 1, 3 and 4 only

Correct Answer: B

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