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QUESTION 1

What service could include a differentiation as an "excitement factor"?

- A. A core service
- B. An enabling service
- C. A packaged service
- D. An enhancing service

Correct Answer: D

QUESTION 2

Which of the following identifies the purpose of service transition planning and support?

- A. Provide overall planning for service transitions and co-ordinate the resources they require
- B. Ensure that all service transitions are properly authorized
- C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked
- D. To define testing scripts to ensure service transitions are unlikely to ever fail

Correct Answer: A

QUESTION 3

Which process works with change management to ensure only authorized components are used?

- A. Knowledge management
- B. Service portfolio management
- C. Service asset and configuration management
- D. Financial management for IT services

Correct Answer: C

QUESTION 4

The configuration management system is part of which system?

- A. The availability management information system
- B. The capacity management information system

- C. The information security management system
- D. The service knowledge management system

Correct Answer: D

QUESTION 5

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

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