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QUESTION 1

Which areas of service management can benefit from automation?

1.

 Design and modeling

2.

 Reporting

3.

 Pattern recognition and analysis

4.

 Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

QUESTION 2

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so

B. No: the Known Error should be created before the problem is logged

C. No: a known error record is created when the original incident is raised

D. No: a known error record should be created with the next release of the service

Correct Answer: A

QUESTION 3

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 4

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

A. The IT director

B. The process owner

C. The service owner

D. The customer

Correct Answer: B

QUESTION 5

Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management

B. Supplier management and change management

C. Availability management and service level management

D. Supplier management and availability management

Correct Answer: A

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