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QUESTION 1

Which of the following should be considered when designing measurement systems, methods and metrics?

1.
The services
 2.
The architectures
 3.
The configuration items
 4.
The processes
- A. 2 and 3 only
B. 1 and 3 only
C. 2 and 4 only
D. All of the above

Correct Answer: D

QUESTION 2

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
B. Customer and user satisfaction
C. Service requirements and warranty
D. Resources and capabilities

Correct Answer: D

QUESTION 3

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
B. Release and deployment management

C. Service asset and configuration management

D. Service level management

Correct Answer: B

QUESTION 4

Which statement about the known error database (KEDB) is CORRECT?

A. It is maintained by the service desk and updated with the details of each new incident

B. It is a part of the configuration management database (CMDB) and contains workarounds

C. It is maintained by problem management and is used by the service desk to help resolve incidents

D. It is maintained by incident management and contains solutions to be implemented by problem Management

Correct Answer: C

QUESTION 5

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

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