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QUESTION 1

Hierarchic escalation is BEST described as?

A. Notifying more senior levels of management about an incident

B. Passing an incident to people with a greater level of technical skill

C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction

D. Failing to meet the incident resolution times specified in a service level agreement

Correct Answer: A

QUESTION 2

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board

B. The change advisory board

C. The change implementer

D. The change manager

Correct Answer: B

QUESTION 3

Which statement is CORRECT?

A. A function is a set of responsibilities allocated to a service manager

B. A process is a team or group of people and the tools they use to perform one or more activities

C. A function is a set of specialised organisational capabilities

D. A process is a structured set of activities designed to accomplish a specific objective

Correct Answer: D

QUESTION 4

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity

B. Perform an activity

C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

Exam I

QUESTION 5

Which of the following CANNOT be provided by a tool?

A. Knowledge

B. Information

C. Wisdom

D. Data

Correct Answer: C

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