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QUESTION 1

Which one of the following is an objective of service catalogue management?

A. Negotiating and agreeing service level agreement

B. Negotiating and agreeing operational level agreements

C. Ensuring that the service catalogue is made available to those approved to access it

D. Only ensuring that adequate technical resources are available

Correct Answer: C

QUESTION 2

Which of the following are objectives of Service Design?

(1)

Design Services to satisfy business objectives.

(2)

Identify and manage risk.

(3)

Design effective and efficient processes

(4)

Design a secure and resilient IT infrastructure.

A.

1 Only

B.

2 and 3 only.

C.

1, 2 and 4 only.

D.

All of the above

Correct Answer: D

QUESTION 3

Which directly assists with the diagnosis and resolution of simple incidents?

A. Scripts for collecting user information

B. Use of shift working patterns

C. Fulfillment of service requests

D. Creation of a temporary team

Correct Answer: A

QUESTION 4

What is described by the service value system?

A. How all the components and activities of the organization work together as a system to enable value creation

B. Services based on one or more products, designed to address needs of a target consumer group

C. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

D. How to apply the systems approach of the guiding principle think and work holistically

Correct Answer: A

QUESTION 5

What does the \\'service request management\\' practice depend on for maximum efficiency?

A. Self-service tools

B. Compliments and complaints

C. Processes and procedures

D. Incident management

Correct Answer: C

QUESTION 6

Which one of the following is an objective of service transition?

A. To negotiate service levels for new services

B. To ensure that service changes create the expected business value

C. To minimize the impact of service outages on day-to-day business activities

D. To plan and manage entries in the service catalogue

Correct Answer: B

QUESTION 7

Which dimension considers the application of artificial intelligence to service management?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

Correct Answer: B

QUESTION 8

How does information about problems and known errors contribute to \\'incident management\\'?

A. It enables quick and efficient diagnosis of incidents

B. It removes the need for regular customer updates

C. It removes the need for collaboration during incident resolution

D. It enables the reassessment of known errors

Correct Answer: A

QUESTION 9

Which of the following identifies the purpose of design coordination?

A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle

B. Ensuring all service designs have availability designed into them

C. Designing of all the links between every service design process and all other processes in the service lifecycle

D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A

QUESTION 10

Which Function would provide staff to monitor events in an Operations Bridge?

A. Applications Management

B. Service Desk

C. Technical Management

D. IT Operations Management

Correct Answer: D

QUESTION 11

Which is a purpose of release management?

A. To protect the organization\\'s information

B. To handle user-initiated service requests

C. To make new and changed services available for use

D. To move hardware and software to live environments

Correct Answer: C

QUESTION 12

What is recommended by the guiding principle `progress iteratively with feedback\\'?

A. A current state assessment that is carried out at the start of an improvement initiative

B. The identification of all interested parts at the start of an improvement initiative

C. An improvement initiative that is broken into a number of manageable sections

D. An assessment of how all the parts of an organization will affect an improvement initiative

Correct Answer: C

QUESTION 13

What is the BEST description of an operational level agreement (OLA)?

A. An agreement between the service provider and another part of the same organization

B. An agreement between the service provider and an external organization

C. A document that describes to a customer how services will be operated on a day-to-day basis

D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 14

Which practice has a purpose that includes observing a service to report selected changes of state identified as events?

A. Information security management

B. Monitoring and event management

C. Incident management

D. Change control

Correct Answer: A

QUESTION 15

How should an organization adopt continual improvement methods?

A. Use a new method for each improvement the organization handles

B. Select a few key methods for the types of improvement that the organization handles

C. Build the capability to use as many improvement methods as possible

D. Select a single method for all improvements that the organization handles

Correct Answer: B

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