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Question 1

What defines Service Quality'?

Options:

A- A series of activities that can be assessed in advance by a provider and customer

B- Achieving a 99.999% continuous level of availability

C- Meeting stated customer requirements and expectations

D- Providing a cost-effective service

Answer:

C

Question 2

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

Options:

A- A developed application

B- A Configuration Item

C- A Service

D- A deployed infrastructure

Answer:

B

Question 3

The success and failure of Releases shall be measured. What is included in these measurements?

Options:

A- The frequency and types of Releases

B- The Incidents related to a Release in the period following a Release

C- The Release dates

D- The Request for Change (RFC)

Answer:

B

Question 4

Question Type: **MultipleChoice**

Which process or function has the responsibility of distributing information to users?

Options:

A- Change Management

B- Customer Relationship Management

C- Incident Management

D- Service Desk

Answer:

D

Question 5

Question Type: MultipleChoice

What is a Known Error?

Options:

A- A serious incident whose resolution is known

B- A Problem that is resolved

C- A Problem for which the cause and Workaround have been identified

D- A Problem that cannot be matched

Answer:

D

Question 6

Question Type: MultipleChoice

What does the term "Integrity" mean in the context of Information Security Management?

Options:

A- Protecting the information against unauthorized use

B- Monitoring the access to information

C- The accuracy, completeness and correctness of the information

D- Screening the support staff on their loyalty to the IT organization

Answer:

D

Question 7

Question Type: MultipleChoice

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services'?

Options:

A- Availability Management

B- Incident Management

C- Service Desk

D- Service Level Management

Answer:

C

Question 8

Question Type: MultipleChoice

What is the definition of IT Service Management?

Options:

A- An organization supping services to one or more customers

B- Best practice guidance for operating services

C- Requirements for delivering service based upon best practices

D- Specialized organizational capabilities providing value to customers

Answer:

D

Question 9

Question Type: MultipleChoice

Which process includes the responsibility of recovering the service as quickly as possible?

Options:

A- Availability Management

B- IT Service Continuity Management

C- Incident management

D- Problem Management

Answer:

C

Question 10

Question Type: **MultipleChoice**

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

Options:

A- Capacity Management

B- Service Level Management

C- Configuration Management

D- Availability Management

Answer:

A

Question 11

Question Type: MultipleChoice

Deming proposed a system of continuous improvement. Which four activities does this system involve?

Options:

A- Plan. Do. Check and Act

B- Plan. Do. Evaluate and Act

C- Plan. Perform. Audit and Improve

D- Plan. Perform. Evaluate and Act

Question 12

Question Type: MultipleChoice

What is a Configuration Baseline?

Options:

A- A benchmark of the service provider's capability

B- A configuration audit report

C- A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time

D- The change requests allocated to a release

Answer:

C