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QUESTION NO: 1

What is the BEST description of a change proposal?

- A. Any request for change (RFC) submitted to change management
- B. An authorized change submitted to release and deployment
- C. An RFC that must be implemented as soon as possible
- D. A justification for a change with significant cost or risk

ANSWER: D

QUESTION NO: 2

What BEST describes the customers and users of an IT service provider?

- A. Customers buy IT services; users use IT services
- B. Customers design IT services; users test IT services
- C. Customers sell IT services; users improve IT services
- D. Customers agree the service levels; users buy IT services

ANSWER: A

QUESTION NO: 3

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

- A. Testing the tool and training process managers on using the process
- B. Development or purchase of tools and deployment of the tools
- C. Training tool administrators how to manage tools and monitoring tool performance in operational environment
- D. Development or purchase of tools and deployment of the process

ANSWER: A D

QUESTION NO: 4

Which stage of the service lifecycle includes catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

ANSWER: B**QUESTION NO: 5**

In the phrase "People, Processes, Products and Partners". Products refers to:

- A. IT Infrastructure and Applications
- B. Services, technology and tools
- C. Goods provided by third parties to support the IT Services
- D. All assets belonging to the Service Provider

ANSWER: B**QUESTION NO: 6**

Which list includes information that would be collected when any incident is first logged?

- A. Unique reference number, escalation activity, incident priority
- B. Unique reference number, incident priority, description of symptoms
- C. Escalation activity, closure category, resolution date and time
- D. Closure category, description of symptoms, resolution date and time

ANSWER: B**QUESTION NO: 7**

Which of the following statements about communication within Service Operation are CORRECT?

1. All communication must have an intended purpose or resultant action
2. Communication should not take place without a clear audience

- A. 1 only
- B. 2 only
- C. Both of the above
- D. None of the above

ANSWER: C

QUESTION NO: 8

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

ANSWER: D

QUESTION NO: 9

What is part of a configuration management system (CMS)?

1. Configuration records
2. Configuration management databases
3. Physical assets
4. Release plans

- A. 1 and 2
- B. 1 and 3
- C. 2 and 4
- D. 3 and 4

ANSWER: A

QUESTION NO: 10

Which of the following options is a hierarchy that is used in knowledge management?

- A.** Wisdom - Information - Data - Knowledge
- B.** Data - Information - Knowledge - Wisdom
- C.** Knowledge - Wisdom - Information - Data
- D.** Information - Data - Knowledge - Wisdom

ANSWER: B

QUESTION NO: 11

Where would all the possible service improvement opportunities be recorded?

- A.** CSI register
- B.** Known error database
- C.** Capacity management information system
- D.** Configuration management database

ANSWER: A