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QUESTION 1

Which of the following are managed by facilities management?

1.

 Hardware within a data centre or computer room

2.

 Applications

3.

 Power and cooling equipment

4.

 Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 2

Which one of the following generates demand for services?

A. Infrastructure trends

B. Patterns of business activity (PBA)

C. Cost of providing support

D. Service level agreements (SLA)

Correct Answer: B

QUESTION 3

Which of the following activities are performed by a desk?

1.

 Logging details of incidents and service requests

2.

 Providing first-line investigation and diagnosis

3.

 Restoring service

4.

 Implementing all standard changes

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

QUESTION 4

Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood

B. To ensure that changes are recorded and evaluated

C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)

D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 5

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

QUESTION 6

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

C. To design and build processes that will meet business needs

D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 7

Which one of the following activities is NOT part of the Deming Cycle?

A. Act

B. Plan

C. Do

D. Co-ordinate

Correct Answer: D

QUESTION 8

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management

B. Change management

C. Incident management

D. Service asset and configuration management

Correct Answer: D

QUESTION 9

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, plans

C. People, process, products, partners

D. People, products, plans, partners

Correct Answer: C

QUESTION 10

Which of the following are within the scope of service asset and configuration management?

1.

 Identification of configuration items (CIs)

2.

 Recording relationships between CIs

3.

 Recording and control of virtual CIs

4.

 Approving finance for the purchase of software to support service asset and configuration management

A. 1, 2 and 3 only

B. All of the above

C. 1, 2 and 4 only

D. 3 and 4 only

Correct Answer: A

QUESTION 11

Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages

B. Producing quality, secure and resilient designs for new or improved services

C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 12

Which one of the following is concerned with policy and direction?

A. Capacity management

B. Governance

C. Service design

D. Service level management

Correct Answer: B

QUESTION 13

Which one of the following is the BEST description of a relationship in service asset and configuration management?

A. Describes the topography of the hardware

B. Describes how the configuration items (CIs) work together to deliver the services

C. Defines which software should be installed on a particular piece of hardware

D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 14

Consider the following list:

1.

Change authority

2.

Change manager

3.

Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Correct Answer: D

QUESTION 15

Which one of the following is NOT an objective of problem management?

A. Minimizing the impact of incidents that cannot be prevented

B. Preventing problems and resulting incidents from happening

C. Eliminating recurring incidents

D. Restoring normal service operation as quickly as possible

Correct Answer: D

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