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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 of the following items would commonly be on the agenda for a change advisory board (CAB)?

1.
Details of failed changes
2.
Updates to the change schedule
3.
Reviews of completed changes

- A. All of the above
- B. 1 and 2 only
- C. 2 and 3 only
- D. 1 and 3 only

Correct Answer: A

QUESTION 3

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Correct Answer: C

QUESTION 4

Which activity is part of the 'continual improvement' practice?

- A. Handling compliments and complaints from users to identify improvements
- B. Improving relationships with and between stakeholders
- C. Prioritizing and creating business cases for improvement initiatives
- D. Identifying the cause of unplanned interruptions to service

Correct Answer: C

QUESTION 5

IT Service Continuity strategy should be based on:

- (1)
Design of the service technology
- (2)
Business continuity strategy
- (3)
Business Impact Analysis
- (4)
Risk assessment

A.

1, 2 and 4 only

B.

1, 2 and 3 only

C.

2, 3 and 4 only

D.

1, 3 and 4 only

Correct Answer: C

QUESTION 6

Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

QUESTION 7

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

A. External Customers

B. Suppliers

C. Operations

D. External Consultants

Correct Answer: B

QUESTION 8

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1.

Monitoring system availability

2.

Designing availability into a proposed solution

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

Correct Answer: D

QUESTION 9

Which practice has a strong influence on the user experience and perception of the service provider?

- A. Service desk
- B. Change enablement
- C. Service level management
- D. Supplier management

Correct Answer: A

QUESTION 10

Which two statements about an organization's culture are CORRECT?

1.

It is created from shared values based on how it carries out its work

2.

It is determined by the type of technology used to support services

3.

It should be based on the culture of prospective suppliers

4.

It should be based on the objectives of the organization

- A. 1 and 2
- B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: D

QUESTION 11

What includes governance as a component?

A. Practices

B. The service value chain

C. The service value system

D. The guiding principles

Correct Answer: C

QUESTION 12

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers

B. People, Process, Products, Technology

C. People, Process, Products, Partners

D. People, Products, Technology, Partners

Correct Answer: C

QUESTION 13

Which type of change is MOST LIKELY to be initiated as part of the `service request management` practice?

A. A normal change

B. An emergency change

C. A standard change

D. A change model

Correct Answer: C

Exam B

QUESTION 14

Which describes the 'plan' value chain activity?

- A. It ensures a shared understanding of the current status and vision for all products and services across the organization
- B. It ensures that services are delivered and supported according to agreed specifications and stakeholders' expectations
- C. It ensures that service components are available when and where they are needed, and meet agreed specifications
- D. It ensures continual improvement of products, services, and practices across all value chain activities

Correct Answer: A

QUESTION 15

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

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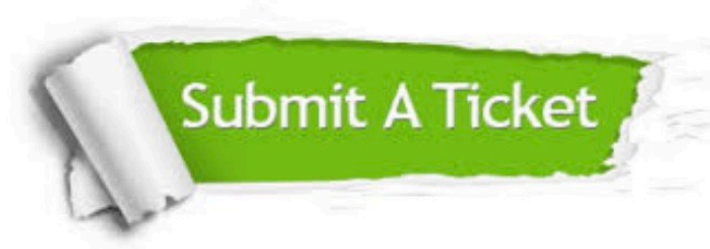
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