

Exam: **BH0-009**

Title : ITSM Foundation Certificate
 in Problem & Incident
 Management

Version : DEMO

1. Which of the following activities would initially help identify how green an organisation currently is?

- A. Developing a Stakeholder Map.
- B. Drafting an action register.
- C. Holding a fact-finding workshop.
- D. Creating a carbon accounting system.

Answer: C

2. In the Balance of Consequences, which of the consequence types should be used first to drive behavioural change?

- a) Immediate Positive.
- b) Immediate Negative.
- c) Delayed Positive.
- d) Delayed Negative.

A. a and b.

B. c and d.

C. a only.

D. b only.

Answer: C

3. When confirming the most probable cause, you should choose methods that are

- A. Easiest, quickest, cheapest, safest, surest.
- B. Things that you can do right now.
- C. Acceptable to everyone who will be involved.
- D. Able to be done experimentally i.e. not in live.

Answer: A

4. In Decision Analysis, actions to reduce risk:

- a) Take a great amount of planning.
- b) Can be done quickly and simply.
- c) Should only be done when the risks are high.
- d) Should bring risk to an acceptable level.

A. a and b.

B. b and d.

C. c only.

D. d only.

Answer: B

5. The purpose of the problem specification is:

- a. To document a factual description of the problem.
- b. To show the boundaries of the problem.
- c. To help eliminate possible causes.
- d. To help identify distinctions.

A. a and c.

B. a, b and c.

- C.b and d.
- D.All of the above

Answer: D

6.Why are Turnaround Questions used when developing a problem specification?

- A.To drill down to the most specific answer.
- B.To get lots of information.
- C.When you stop making progress
- D.To involve more people.

Answer: A

7.Once you have found the cause of a problem, you should use Think Beyond the Fix to prevent recurrence.What are two ways to Think Beyond the Fix?

- A.Extend the cause, extend the fix.
- B.Identify likely causes, take preventive action.
- C.Identify distinctions, identify changes.
- D.Identify likely effects, plan contingent action.

Answer: A

8.When generating alternatives why is an expanded number of choices desirable?

- A.To make sure any 'pet' alternatives are considered.
- B.To increase the chances of picking a winner.
- C.To ensure a complete, balanced set of alternatives.
- D.To ensure the recommendation gets approved.

Answer: C

9.When looking at the Performance System, which is the correct sequence?

- A.Situation, Performer, Response, Feedback, Consequences.
- B.Consequences, Feedback, Situation, Performer, Response.
- C.Situation, Performer, Response, Consequences, Feedback.
- D.Performer, Feedback, Situation, Consequences, Response.

Answer: C

10.Which of the following activities is NOT part of Situation Appraisal?

- A.Identify concerns.
- B.Set priority.
- C.Identify possible causes.
- D.Plan involvement.

Answer: C

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