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QUESTION 1

What should a release policy include?

- A. Roles and responsibilities across all the service transition processes
- B. Roles and responsibilities for updating the configuration management database (CMDB)
- C. Criteria and authorization to exit early life support and handover to the service operation function
- D. How request for changes (RFCs) are approved for software releases in the IT production environment

Correct Answer: C

Reference: https://books.google.com.pk/books?id=fZK3CwAAQBAJandpg=PA498andlpg=PA498anddq=itil+release+policy+include+Criteria+and+authorization+to+exit+early+life+support+and+handover+to+the+service+operation+function&source=blandots=XdTvivI5-Xandsig=h0-HkYLIOfCoGPpGTm8_QUE_oRcandhl=enandsa=Xandved=0ahUKEwjmkLezoXOAhVCrY8KHQ61B9sQ6AEIIDAB#v=onepageandq=itil%20release%20policy%20include%20Criteria%20and%20authorization%20to%20exit%20early%20life%20support%20and%20handover%20to%20the%20service%20operation%20function&f=false

QUESTION 2

In which case would a problem be logged?

- A. When the causes identified but not resolved
- B. After a workaround is identified and documented
- C. When a user reports an unplanned service interruption
- D. After analysis or error information from a supplier

Correct Answer: A

QUESTION 3

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Correct Answer: D

QUESTION 4

Which of the following are objectives of Supplier Management?

1.
Negotiating and agreeing Contracts
 2.
Updating the Supplier and Contract database
 3.
Planning for possible closure, renewal or extension of contracts
 4.
Managing relationships with internal suppliers
- A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above

Correct Answer: A

QUESTION 5

How are target resolution times used in the '\\incident management\\' practice?

- A. They are agreed, documented, and communicated to help set user expectations
B. They are established, reviewed, and reported to ensure that customers are happy with the service
C. They are initiated, approved, and managed to ensure that predictable responses are achieved
D. They are scheduled, assessed and authorized to reduce the risk of service failures

Correct Answer: A

QUESTION 6

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
B. The design of new or changed services
C. The design of market spaces

D. The design of the technology architectures

Correct Answer: C

QUESTION 7

A configuration model can be used to help

(1)

Assess the impact and cause of incidents and problems

(2)

Assess the impact of proposed changes

(3)

Plan and design new or changed services

(4)

Plan technology refresh and software upgrades

A.

1, 2 and 3 only

B.

All of the above

C.

1, 2 and 4 only

D.

3 and 4 only

Correct Answer: B

QUESTION 8

Which one of the following is the BEST definition of the term service management?

A. A set of specialized organizational capabilities for providing value to customers in the form of services

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

C. The management of functions within an organization to perform certain activities

D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 9

Which is an objective of the design coordination process?

- A. To produce service design packages and ensure they are handed over to service transition
- B. To assess and evaluate all changes and their impact on service designs
- C. To document the initial structure and relationship between services and customers
- D. To gather and document new service level requirements from the customer

Correct Answer: A

QUESTION 10

Which is the BEST type of resource for investigating complex incidents?

- A. Self-help systems
- B. Knowledgeable support staff
- C. Detailed work instructions
- D. Disaster recovery plans

Correct Answer: B

QUESTION 11

What is a change of state that has significance for the management of a configuration item (CI) called?

- A. An event
- B. A baseline
- C. A change to a service level agreement
- D. A request for change (RFC)

Correct Answer: A

QUESTION 12

Which practice may involve the initiation of disaster recovery?

- A. Incident management
- B. Service request management
- C. Service level management
- D. IT asset management

Correct Answer: A

QUESTION 13

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

QUESTION 14

Which of the following should IT service continuity strategy be based on?

- 1.
Design of the service metrics
- 2.
Business continuity strategy
- 3.
Business impact analysis (BIA)
- 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 15

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

Correct Answer: A

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