



58^{Q&As}

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QUESTION 1

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

QUESTION 2

What is defined as the ability of a service, component or configuration item (CI) to perform its agreed function when required?

- A. Serviceability
- B. Availability
- C. Capacity
- D. Continuity

Correct Answer: B

QUESTION 3

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contracts.
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreements.
- D. Development, negotiation and agreement of Service Portfolio

Correct Answer: A

QUESTION 4

Which is an objective of the service design lifecycle stage?

- A. To embed continual service improvement (CSI) in all service design activities



- B. To ensure that all service design activities use the minimum amount of resources
- C. To monitor service level targets as agreed in service level agreements
- D. To create and maintain a portfolio of quantified services

Correct Answer: A

QUESTION 5

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Correct Answer: C

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