



58^{Q&As}

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QUESTION 1

Which of the following activities are performed by a service 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 2

In which of the following should details of a workaround be documented?

- A. In a service level agreement (SLA)
B. In a problem record
C. In the availability management information system
D. In the IT service plan

Correct Answer: B

QUESTION 3

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan



- B. Do
- C. Check
- D. Act

Correct Answer: A

QUESTION 4

Where are the details of core and enhancing service provided?

- A. The definitive media library.
- B. The configuration management system.
- C. The service portfolio.
- D. The service catalogue.

Correct Answer: D

QUESTION 5

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

Correct Answer: C

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