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QUESTION 1

Which of the following is NOT part of determining requirements for the Business Case?

- A. Functionality required of the solution
- B. Determine stakeholders.
- C. Potential objections to the project
- D. Select implementation partners.

Correct Answer: D

QUESTION 2

Which three of the following IT Service Management processes would you implement first to assist SAM in meeting its objectives?

1.Configuration Management 2.Release Management 3.Availability Management 4.Capacity Management 5.Service Level Management

- A. 1, 2 and 5
- B. 1, 2 and 4
- C. 2, 3 and 4
- D. 2, 3 and 5.

Correct Answer: B

QUESTION 3

What is the MOST essential activity that should be done after the Business Case is approved and is often overlooked?

- A. Continue to sell the business case to users
- B. Communicate project progress
- C. Show stakeholders the results
- D. Include interested parties in the project kick off meeting.

Correct Answer: A

QUESTION 4

For reporting purposes which of the following would you NOT expect to be used to derive SAM reports?



- A. DSL
- B. CMDB
- C. OLA.
- D. KEDB.

Correct Answer: C

QUESTION 5

Which of the following would have a role and responsibility in SAM? 1.Contract Management

2.Release Management 3.Security Management 4.Project Management 5.Financial Management

- A. All of the above
- B. 1, 2 and 4
- C. 3, 4 and 5
- D. 1, 2 and 3

Correct Answer: A

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