



# BH0-012<sup>Q&As</sup>

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### QUESTION 1

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Correct Answer: C

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### QUESTION 2

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

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### QUESTION 3

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?



- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Correct Answer: A

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#### QUESTION 4

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

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#### QUESTION 5

Hierarchic escalation is BEST described as?

- A. Notifying more senior levels of management about an incident
- B. Passing an incident to people with a greater level of technical skill
- C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction
- D. Failing to meet the incident resolution times specified in a service level agreement

Correct Answer: A

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