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QUESTION 1

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

Correct Answer: C

QUESTION 2

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service lifecycle
- B. To proactively prevent all outages to IT services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 3

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 4

When can a known error record be raised?

1.

At any time it would be useful to do so

2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 5

Which process is responsible for providing the rights to use an IT service?

A. Incident management

B. Access management

C. Change management

D. Request fulfillment

Correct Answer: B

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