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QUESTION 1

Which one of the following is an objective of release and deployment management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
- C. To ensure that the overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D

QUESTION 2

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Correct Answer: C

QUESTION 3

Consider the following list:

1.
Change authority
2.
Change manager
3.
Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions



C. Teams

D. Roles, people or groups

Correct Answer: D

QUESTION 4

Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract that specifies the responsibilities of each party

B. An agreement between the service provider and an internal organization

C. An agreement between a service provider and an external supplier

D. An agreement between the service provider and their customer

Correct Answer: D

QUESTION 5

Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management

B. Change and release and deployment management

C. Incident and event management

D. Knowledge and service level management

Correct Answer: C

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