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QUESTION 1

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

Correct Answer: B

QUESTION 2

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

QUESTION 3

Which of the following types of service should be included in the scope of service portfolio management?

1.

Those planned to be delivered

2.

Those being delivered

3.

Those that have been withdrawn from service

- A. 1 and 3 only
- B. All of the above
- C. 1 and 2 only
- D. 2 and 3 only



Correct Answer: B

QUESTION 4

Which of the following would commonly be found in a contract underpinning an IT service?

1.
Financial arrangements related to the contract
 2.
Description of the goods or service provided
 3.
Responsibilities and dependencies for both parties
- A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. All of the above

Correct Answer: D

QUESTION 5

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Correct Answer: C

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