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QUESTION 1

Which areas of service management can benefit from automation?

1.

 Design and modelling

2.

 Reporting

3.

 Pattern recognition and analysis

4.

 Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

QUESTION 2

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management

B. Service portfolio management

C. Request fulfilment

D. Demand management

Correct Answer: C

QUESTION 3

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal

B. Change policy

C. Service request

D. Risk register

Correct Answer: A

QUESTION 4

A process owner is responsible for which of the following?

1.

 Defining the process strategy

2.

 Assisting with process design

3.

 Improving the process

4.

 Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Correct Answer: C

QUESTION 5

Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

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