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QUESTION 1

With which process is problem management likely to share categorization and impact coding systems?

- A. Incident management
- B. Service asset and configuration management
- C. Capacity management
- D. IT service continuity management

Correct Answer: A

QUESTION 2

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

QUESTION 3

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 4

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management



B. Facilities Management

C. Event Management

D. Demand Management

Correct Answer: A

QUESTION 5

Which of the following statements about communication within Service Operation are CORRECT?

1.

All communication must have an intended purpose or resultant action

2.

Communication should not take place without a clear audience

A. 1 only

B. 2 only

C. Both of the above

D. None of the above

Correct Answer: C

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