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QUESTION 1

In Change Management, a number of activities take place between the acceptance of a Request for Change and the completion of the change. Which activity is performed after acceptance of a Request for Change?

A. implementing the change

B. scheduling the Request for Change

C. determining the urgency of the change

D. building and testing the change

Correct Answer: C

QUESTION 2

In an organization, the purchasing department has relocated internally - not just the people, but also their IT resources. A Service Desk employee has been commissioned to relocate this department\\'s workstations. In which ITIL process is this employee now playing a role?

A. Problem Management

B. Configuration Management

C. Change Management

D. Incident Management

Correct Answer: C

QUESTION 3

Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?

A. Availability Manager

B. Problem Manager

C. Service Level Manager

D. Incident Manager

Correct Answer: A

QUESTION 4

How can an organization determine the effectiveness of the Service Level Management process?

A. by checking contracts with suppliers

B. by defining service levels

C. by measuring customer satisfaction

D. by reporting on all incidents

Correct Answer: C

QUESTION 5

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident. According to ITIL best practices, what should happen next?

A. Problem Management will submit a Request for Change (RFC).

B. Service Level Management will start a Service Improvement Program (SIP).

C. Change Management will start a Post Implementation Review (PIR).

D. Release Management will implement the back-out plan.

Correct Answer: D

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