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QUESTION 1

What is the use of additional technical expertise in the Incident Management process called?

- A. functional escalation
- B. problem analysis
- C. incident classification
- D. resolution and recovery of the incident

Correct Answer: A

QUESTION 2

Which activity is not the responsibility of IT Service Continuity Management?

- A. testing back-out arrangements
- B. analyzing risks
- C. executing impact analyses of incidents related to the back-out facilities
- D. drawing up back-out scenarios

Correct Answer: C

QUESTION 3

Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

- A. Availability Management
- B. Incident Management
- C. Service Level Management
- D. Capacity Management

Correct Answer: D

QUESTION 4

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

- A. Incident Management



- B. Problem Management
- C. Change Management
- D. Availability Management

Correct Answer: A

QUESTION 5

In the Change Management process, which role is ultimately responsible for the entire process?

- A. Change Manager
- B. Change Coordinator
- C. Change Advisory Board
- D. IT Manager

Correct Answer: A

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