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QUESTION 1

What is a request to replace something within the IT infrastructure called?

A. Request for Change

B. Replacement Request

C. Request for Release

D. Service Request

Correct Answer: A

QUESTION 2

What is the term used for a fully described and approved Change that does not have to be evaluated by Change Management each time?

A. Standard Change

B. Request for Change

C. Urgent Change

D. Service Request

Correct Answer: A

QUESTION 3

Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

A. Release Management

B. Configuration Management

C. Capacity Management

D. Application Management

Correct Answer: A

QUESTION 4

In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision. Which of the following ITIL processes could also initiate this kind of measure?

A. Availability Management

B. Incident Management

C. Capacity management

D. Change Management

Correct Answer: A

QUESTION 5

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

A. Availability Management

B. Security Management

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: B

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