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QUESTION 1

An organization plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed. Under whose leadership is this discussion held?

- A. the Service Manager
- B. the Network Manager
- C. the Change Manager
- D. the Service Level Manager

Correct Answer: C

QUESTION 2

What is a baseline in the IT infrastructure?

- A. a minimum value for a customer service (\\must at least satisfy?)
- B. the most important infrastructure (such as a network) to which all kinds of workstations and services can be linked
- C. a standard configuration (such as a standard workstation)
- D. a document that states how the infrastructure must be dealt with in an organization (vision)

Correct Answer: C

QUESTION 3

Which activity takes place immediately after recording and registering an incident?

- A. classification
- B. matching
- C. analysis and diagnosis
- D. solving and restoring

Correct Answer: A

QUESTION 4

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Problem Management



B. Availability Management

C. Incident Management

D. Change Management

Correct Answer: D

QUESTION 5

The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?

A. Configuration Management

B. Incident Management

C. Problem Management

D. Release Management

Correct Answer: D

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