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QUESTION 1

The Deming quality circle is a model for control based on quality. Which step in this model must be taken first?

- A. measurement
- B. adjustment
- C. planning
- D. implementation

Correct Answer: C

QUESTION 2

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 3

In the Service Level Management Process, what happens during the activity called "monitoring"?

- A. guarding agreements with the customer
- B. acquiring customers
- C. guarding negotiations with the customer
- D. identifying the needs of customers

Correct Answer: A

QUESTION 4

When is a Known Error identified?

- A. When the cause of the problem is known.



- B. When the problem is known.
- C. When the problem has been resolved.
- D. When the incident has been sent to Problem Management.

Correct Answer: A

QUESTION 5

Security Management includes a number of sub-processes. Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

- A. Implement
- B. Maintenance
- C. Plan
- D. Control

Correct Answer: C

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