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QUESTION 1

Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

A. IT Service Continuity Management

B. Capacity Management

C. Availability Management

D. Problem Management

Correct Answer: A

QUESTION 2

Which statement best describes the role of the Service Desk?

A. The Service Desk ensures that the telephone is always manned.

B. The Service Desk ensures that the agreed IT service is available.

C. The primary task of the Service Desk is to investigate problems.

D. The Service Desk functions as the first contact for the customer.

Correct Answer: D

QUESTION 3

Which of the following statements about the Service Catalogue is correct?

A. It describes only those services that are also included in the Service Level Agreement (SLA).

B. It can be used instead of an SLA.

C. It is necessary in order to draw up an SLA.

D. It describes all services that can be supplied by the IT management organization.

Correct Answer: D

QUESTION 4

Where is the planning of changes kept up to date?

A. the CAB (Change Advisory Board)

B. SIP (Service Improvement Program)

C. the CMDB (Configuration Management Database)

D. the FSC (Forward Schedule of Changes)

Correct Answer: D

QUESTION 5

What is the first step when registering an incident?

A. determine the priority

B. assign an incident number

C. record the incident data

D. perform matching

Correct Answer: B

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