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QUESTION 1

Which ITIL process has the task of classifying incoming interruption reports?

- A. Change Management
- B. Problem Management
- C. Security Management
- D. Incident Management

Correct Answer: D

QUESTION 2

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

- A. Problem Analysis
- B. Proactive Problem Management
- C. Monitoring
- D. Error Control

Correct Answer: D

QUESTION 3

Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?

- A. Availability Manager
- B. Problem Manager
- C. Service Level Manager
- D. Incident Manager

Correct Answer: A

QUESTION 4

Which of the following is an example of proactive Problem Management?

- A. a trend analysis
- B. a report regarding the Problem Management process



C. a change request

D. an urgent change

Correct Answer: A

QUESTION 5

Which of the following describes the basic concept of Integrity in the Security Management process?

A. the capacity to verify the correctness of the data

B. the correctness of the data

C. access to the data at any moment

D. protection of the data against unauthorized access and use

Correct Answer: B

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