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QUESTION 1

Which of the following would commonly be found in a contract underpinning an IT service?

1.
Financial arrangements related to the contract
 2.
Description of the goods or service provided
 3.
Responsibilities and dependencies for both parties
- A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. All of the above

Correct Answer: D

QUESTION 2

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
B. Anything that the customer wants and is prepared to pay for
C. Any request or demand that is entered by a user via a self-help web-based interface
D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

QUESTION 3

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

- A. To ensure that a service can be managed and operated in accordance with constraints specified during design
B. To design and develop capabilities for service management
C. To provide good-quality knowledge and information about services



D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 4

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 5

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Correct Answer: A

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