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QUESTION 1

In which core UIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

Correct Answer: B

QUESTION 2

Which areas of service management can benefit from automation?

1.

 Design and modeling

2.

 Reporting

3.

 Pattern recognition and analysis

4.

 Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

QUESTION 3

Which one of the following is NOT an objective of problem management?

A. Minimizing the impact of incidents that cannot be prevented

B. Preventing problems and resulting incidents from happening

C. Eliminating recurring incidents

D. Restoring normal service operation as quickly as possible

Correct Answer: D

QUESTION 4

Which one of the following would NOT be defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

QUESTION 5

Which one of the following is an objective of service transition?

A. To negotiate service levels for new services

B. To ensure that service changes create the expected business value

C. To minimize the impact of service outages on day-to-day business activities

D. To plan and manage entries in the service catalogue

Correct Answer: B

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