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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 process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Correct Answer: C

QUESTION 3

Which one of the following is the BEST description of a relationship in service asset and configuration management?

A. Describes the topography of the hardware

B. Describes how the configuration items (CIs) work together to deliver the services

C. Defines which software should be installed on a particular piece of hardware

D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 4

The multi-level SLA\\' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

A. Customer level

B. Service level

C. Corporate level

D. Configuration level

Correct Answer: D

QUESTION 5

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

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