EX0-101^{Q&As}

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QUESTION 1

Which process is responsible for ensuring that appropriate testing takes place?

A. Knowledge management

B. Release and deployment management

C. Service asset and configuration management

D. Service level management

Correct Answer: B

QUESTION 2

Which of the following would be examined by a major problem review?

1.

 Things that were done correctly

2.

 Things that were done incorrectly

3.

 How to prevent recurrence

4.

 What could be done better in the future

A. 1 only

B. 2 and 3 only f

C. 1, 2 and 4 only D. All of the above

Correct Answer: D

QUESTION 3

Which one of the following would NOT involve event management?

A. Intrusion detection

B. Recording and monitoring environmental conditions in the data centre

C. Recording service desk staff absence

D. Monitoring the status of configuration items

Correct Answer: C

QUESTION 4

Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)

B. Third-party contracts

C. The service portfolio

D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 5

Which one of the following is the BEST definition of an event?

A. Any change of state that has significance for the management of a configuration item (CI) or IT service

B. An unplanned interruption to an IT service or a reduction in the quality of an IT service

C. The unknown cause of one or more incidents that have an impact on an IT service

D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

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