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QUESTION 1

Which of the following are managed by facilities management?

1.

Hardware within a data centre or computer room

2.

Applications

3.

Power and cooling equipment

4.

Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 2

Which one of the following is NOT the responsibility of service catalogue management?

A. Ensuring that information in the service catalogue is accurate

B. Ensuring that service level agreements are maintained

C. Ensuring that information in the service catalogue is consistent with information in the service portfolio

D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 3

What should a service always deliver to customers?

A. Applications

B. Infrastructure



C. Value

D. Resources

Correct Answer: C

QUESTION 4

Which one of the following is the BEST description of a major incident?

A. An incident which is so complex that it requires root cause analysis before a workaround can be found

B. An incident which requires a large number of people to resolve

C. An incident logged by a senior manager

D. An incident which has a high priority or a high impact on the business

Correct Answer: D

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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