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QUESTION 1

Which of the following should IT service continuity strategy be based on?

1.

 Design of the service metrics

2.

 Business continuity strategy

3.

 Business impact analysis (BIA)

4.

 Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

QUESTION 2

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfillment

B. Service portfolio management

C. Service desk

D. IT finance

Correct Answer: A

QUESTION 3

In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated

B. Measures for optimization are identified

C. Service value is modeled

D. Service value is visible to customers

Correct Answer: D

QUESTION 4

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 5

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

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