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QUESTION 1

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

A. A developed application

B. A Configuration Item

C. A Service

D. A deployed infrastructure

Correct Answer: B

QUESTION 2

Staff competencies and training needs shall be reviewed and managed. Why is this necessary?

A. To enable employees to perform their role effectively

B. To help staff to further their career

C. To improve service reporting

D. To reduce the operational cost of the organization

Correct Answer: A

QUESTION 3

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services\\'?

A. Availability Management

B. Incident Management

C. Service Desk

D. Service Level Management

Correct Answer: C

QUESTION 4

What triggers a re-test of the Service continuity and availability plans?

A. a major change to the service environment

B. a major disaster having occurred

C. significant periods of unplanned non-availability

D. six months having passed since the last test

Correct Answer: A

QUESTION 5

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

A. Availability Management

B. Change Management

C. Incident Management

D. Problem Management

Correct Answer: B