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QUESTION 1

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 2

Which of the following are benefits to the business of implementing service transition?

- 1.
Better reuse and sharing of assets across projects and resources
 - 2.
Reduced cost to design new services
 - 3.
Result in higher volume of successful changes
- A. 1 and 2 only
 - B. 2 and 3 only
 - C. 1 and 3 only
 - D. None of the above

Correct Answer: C

QUESTION 3

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect



Correct Answer: B

QUESTION 4

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

QUESTION 5

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Correct Answer: D

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