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QUESTION 1

What BEST defines IT service management?

- A. An organization supplying services to only external customers.
- B. The customer of an IT Service provider who defines and agrees the service targets.
- C. The implementation and management of quality IT services that meet business needs.
- D. The resources that are utilized to provide value to customers through services.

Correct Answer: C

QUESTION 2

Which of the following is the correct definition of an outcome?

- A. The results specific to the clauses in a service level agreement (SLA)
- B. The result of carrying out an activity, following a process or delivering an IT service
- C. All the accumulated knowledge of the service provider
- D. All incidents reported to the service desk

Correct Answer: B

QUESTION 3

Which of the following are sources of best practice?

1.
Academic research
 2.
Internal experience
 3.
Industry practices
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only



Correct Answer: A

QUESTION 4

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A

QUESTION 5

What is a change of state that has significance for the management of a configuration item (CI) called?

- A. An event
- B. A baseline
- C. A change to a service level agreement
- D. A request for change (RFC).

Correct Answer: A

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