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QUESTION 1

Which of the following identifies the purpose of design coordination?

- A. Provide a single point of control for all activities and processes within the service design stage of the lifecycle
- B. Ensuring all service designs have availability designed into them
- C. Designing of all the links between every service design process and all other processes in the service lifecycle
- D. Control of all supplier relationships from design right through to the production environment

Correct Answer: A

QUESTION 2

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 3

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

Correct Answer: B

QUESTION 4

Which is an objective of access management?

- A. To efficiently respond to requests for granting access to services.



- B. To defect changes of state that have significance for management of an IT service.
- C. To assist with general information, complains or comments.
- D. To minimize the impact of incidents that cannot be prevented.

Correct Answer: A

QUESTION 5

What is the BEST definition of a definitive media library?

- A. It is a secure library in which the latest versions of authorized software items are stored and protected
- B. It is a structured document with definitive information regarding all live IT services, including those available for deployment
- C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected
- D. It is a set of tools and databases that is used to manage knowledge, information and data

Correct Answer: C

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