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QUESTION 1

What BEST describes an important principle of communication in service operation?

A. It is efficient, effective and economical for all IT services.

B. It has an intended purpose or a resultant action.

C. It focuses on creating a relationship between processes and products.

D. It has responsibility for creating policies.

Correct Answer: A

QUESTION 2

Which of the following BEST describes a service level agreement (SLA.?

A. A written agreement between a supplier and the IT customer(s), defining the key service targets and responsibilities of both parties

B. A partnership developed between the IT service provider and the customer, so that a mutually beneficial agreement is reached

C. The key service targets and responsibilities of both parties that are used to hold each party accountable when disputes arise

D. An agreement between an IT service provider and another part of the same organization that assists with the provision of services

Correct Answer: A

QUESTION 3

What is the pre-authorized change known as?

A. A normal change

B. A retrospective change

C. A standard change

D. An ordinary change

Correct Answer: C

QUESTION 4

An incident is proving difficult to resolve. A technician informs their manager that more resource is needed to restore the

service.

What has taken place?

A. A functional escalation

B. A service level escalation

C. An incident resolution

D. A hierarchic escalation

Correct Answer: D

QUESTION 5

Which describes an interface of incident management with service level management?

A. Incident workarounds

B. Creating a problem record

C. Incident response times

D. The status of faulty Cis

Correct Answer: C

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