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QUESTION 1

The remediation plan should be evaluated at what point in the change lifecycle?

- A. Before the change is approved
- B. Immediately after the change has failed and needs to be backed out
- C. After implementation but before the post implementation review
- D. After the post implementation review has identified a problem with the change

Correct Answer: A

QUESTION 2

Which of the following is the BEST description of a service-based service level agreement (SLA)?

- A. The SLA covers one service, for all the customers of that service
- B. The SLA covers an individual customer group for all services they use
- C. An SLA that covers all customers for all services
- D. An SLA for a service with no customers

Correct Answer: A

QUESTION 3

Which is an objective of the design coordination process?

- A. To ensure service design packages are handed over to service transition
- B. To ensure that all changes are assessed for their impact on service designs
- C. TO document the initial structure and relationship between services and customers
- D. TO handover new service level requirements to the service level management process

Correct Answer: A

QUESTION 4

Which of the following statements is CORRECT for every process?

1.

It delivers its primary results to a customer or stakeholder



2.

It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

Correct Answer: B

QUESTION 5

Where are the details of core and enhancing service provided?

- A. The definitive media library.
- B. The configuration management system.
- C. The service portfolio.
- D. The service catalogue.

Correct Answer: C

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