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QUESTION 1

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

QUESTION 2

Which statement about services is CORRECT?

A. External services are provided to business units in the same organisation

B. Internal services are provided by suppliers to the internal IT department

C. External services are delivered to external customers

D. Internal services are delivered to external customers

Correct Answer: B

QUESTION 3

What are customers of IT services who do NOT work in the same organization as the service provider known as?

A. Strategic customers

B. External customers

C. Valued customers

D. Internal customers

Correct Answer: B

QUESTION 4

Which process analyses services that are no longer viable and when they should be retired?

A. Change management

B. Service portfolio management

C. Service level management

D. Business relationship management

Correct Answer: B

QUESTION 5

The configuration management system is part of which system?

A. The availability management information system

B. The capacity management information system

C. The information security management system

D. The service knowledge management system

Correct Answer: D

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