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QUESTION 1

Which of the following is an enabler of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

Correct Answer: B

QUESTION 2

Third parties responsible for supplying goods or services that are required to deliver IT services is a description of which stakeholder?

- A. External Customers
- B. Suppliers
- C. Operations
- D. External Consultants

Correct Answer: B

QUESTION 3

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

- A. Service Strategy
- B. Continual Service Improvement
- C. Service Operation
- D. Service Design

Correct Answer: B

QUESTION 4

What is used to control a process?



- A. Inputs
- B. Functions
- C. Objectives
- D. Stakeholders

Correct Answer: C

QUESTION 5

Which of the following is NOT an objective of the operations management function?

- A. Swift application of skills to diagnose any IT Operations failures that occur
- B. Delivering Operational improvements to achieve reduced costs.
- C. Management of the definitive media library (DML)
- D. Maintenance of status quo to achieve stability of day to day processes and activities

Correct Answer: A

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