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QUESTION 1

Which statement below is not a purpose of Supplier Management procedures?

A. That business transactions between all parties are recorded

B. That information on the performance of all suppliers can be observed and acted upon

C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider

D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 2

While planning for service improvements, what is an important best practice to consider?

A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.

B. The progress of service improvement should be discussed at least weekly in the steering committee.

C. The progress should be monitored closely by an independent project manager to maintain objectivity.

D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Correct Answer: A

QUESTION 3

Input from other Service Management processes is required to keep the IT service continuity plan current Which process has the most to contribute?

A. Change management

B. Availability management

C. Financial management for IT services

D. Problem management

Correct Answer: A

QUESTION 4

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

A. Capacity Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Correct Answer: A

QUESTION 5

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider\'s corporate objectives / requirements?

A. A competitor\'s process management system

B. Any standards defined by the company itself

C. The budget available to Human Resources

D. The time to update the process documentation

Correct Answer: B

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