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QUESTION 1

Which Management Review (MR) concludes deployment?

A. The Deployment Complete Milestone

B. The Project Plan Approved MR

C. The Portfolio MR

D. The Release Readiness Review

Correct Answer: A

QUESTION 2

Which of the following is one of the four possible Risk Management situations that should be considered in risk status reports?

A. Control

B. Close

C. Plan

D. Variance

Correct Answer: D

QUESTION 3

Which of the following is a requirement for successful implementation of IT Service Management?

A. guidance in operating Microsoft\\'s platforms

B. measurable evidence of benefit to build a business case

C. using MSF as the software development and deployment approach

D. using the seven books of ITIL

Correct Answer: B

QUESTION 4

The service desk is a component of which SMF?

A. Business/IT alignment SMF

B. Customer Service SMF

C. Policy SMF

D. Service Monitoring and Control SMF

Correct Answer: B

QUESTION 5

What is not a focus of the Change and Configuration SMF in the Operate phase?

A. Base-lining IT environment and configuration

B. Carrying out processes and procedures

C. Dealing with Standard Changes

D. Ensuring Policy compliance

Correct Answer: D

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