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QUESTION 1

Which one of the following is concerned with policy and direction?

A. Capacity management

B. Governance

C. Service design

D. Service level management

Correct Answer: B

QUESTION 2

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers

B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B

QUESTION 3

Which process is responsible for managing relationships with vendors?

A. Change management

B. Service portfolio management

C. Supplier management

D. Continual service improvement

Correct Answer: C

QUESTION 4

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality

B. Strategic, tactical and operational

C. Critical success factors (CSFs), key performance indicators (KPIs), activities

D. Technology, process and service

Correct Answer: D

QUESTION 5

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfilment

B. Service portfolio management

C. Service desk D. IT finance

Correct Answer: A

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