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QUESTION 1

What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers

B. Reporting intervals should be set by the service provider

C. Reports should be produced weekly

D. Service reporting intervals must be the same for all services

Correct Answer: A

QUESTION 2

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity

B. Perform an activity

C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

QUESTION 3

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

A. Internal

B. External

C. Service desk

D. Shared services unit

Correct Answer: C

QUESTION 4

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option

B. A service transition package (STP)

C. A service design package (SDP)

D. A service charter

Correct Answer: C

QUESTION 5

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes

B. Service strategy: Develop the offerings

C. Service transition: Plan and prepare for deployment

D. Service operation: IT operations management

Correct Answer: A

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