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QUESTION 1

Which TWO are important aspects of the 'service request management' practice?

1.
Standardization and automation
2.
Providing a variety of channels for access
3.
Establishing a shared view of targets
4.
Policies for approvals

- A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Correct Answer: D

Reference: <https://www.bmc.com/blogs/itil-service-request-management/>

QUESTION 2

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
B. An agreement between the service provider and an external organization
C. A document that describes to a customer how services will be operated on a day-to-day basis
D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 3

Which dimension of service management considers how activities are coordinated?

- A. Organizations and people
-



- B. Information and technology
- C. Partners and suppliers D. Value streams and processes

Correct Answer: D

QUESTION 4

How does information about problems and known errors contribute to incident management?

- A. It enables quick and efficient diagnosis of incidents
- B. It removes the need for regular customer updates
- C. It removes the need for collaboration during incident resolution
- D. It enables the reassessment of known errors

Correct Answer: A

QUESTION 5

What is an IT asset?

- A. Any financially valuable component that can contribute to delivery of an IT product or service
- B. Any component that needs to be managed in order to deliver a service
- C. A request from a user that initiates a service action
- D. The removal of anything that could have a direct or indirect effect on services

Correct Answer: A

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