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QUESTION 1

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

A. The Asset Register

B. The Service Knowledge Management System

C. The Known Error Database

D. The Information Management System

Correct Answer: B

QUESTION 2

Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

A. Incident management

B. Service level management

C. Problem management

D. Service request management

Correct Answer: D

A service request is defined as a request from a user or a user\'s authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is

dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these

guidelines:

Service requests and their fulfilment should be standardized and automated to the greatest degree possible.

Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined. The expectations of users regarding fulfilment times and costs should be clearly set, based on what

the organization can realistically deliver. Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation. https://www.bmc.com/blogs/itil-service-request-management/

QUESTION 3

What is NOT within the scope of service catalogue management?

A. Contribution to the definition of services

B. Interfaces between all services and supporting services

C. Interfaces between the service catalogue and service portfolio

D. Fulfillment of business service requests

Correct Answer: D

QUESTION 4

How should automation be implemented?

A. By replacing human intervention wherever possible

B. By replacing the existing tools first

C. By initially concentrating on the most complex tasks

D. By optimizing as much as possible first

Correct Answer: A

QUESTION 5

Which of the following activities would be performed by a process manager?

1.

 Monitoring and reporting on process performance

2.

 Identifying improvement opportunities

3.

 Appointing people to required roles

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

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