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QUESTION 1

Which statement about the `incident management\\' practice is CORRECT?

A. It identifies the cause of major incidents.

B. It authorizes changes to resolve incidents.

C. It maintains detailed procedures for diagnosing incidents.

D. It resolves the highest impact incidents first.

Correct Answer: D

Reference: https://www.bmc.com/blogs/itil-incident-management/

QUESTION 2

Which practice updates information relating to symptoms and business impact?

A. Service level management

B. Change control

C. Service request management

D. Incident management

Correct Answer: D

QUESTION 3

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

 Identifying possible future markets that the service provider could operate in

A.

1, 2 and 3 only

B.

1 and 2 only

C.

1, 2 and 4 only

D.

All of the above

Correct Answer: A

QUESTION 4

Which of the following types of service should be included in the scope of service portfolio management?

1.

 Those planned to be delivered

2.

 Those being delivered

3.

 Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 5

How should the workflow for a new service request be designed?

A. Use a single workflow for all types of service request

B. Use different workflows for each type of service request

C. Avoid workflows for simple service requests

D. Leverage existing workflows whenever possible

Correct Answer: D

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