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QUESTION 1

Which is a supplier category?

A. Technical

B. Commodity

C. Customer

D. Resource

Correct Answer: D

QUESTION 2

What are the processes within Service Operation?

A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management

B. Event Management, Incident Management. Change Management and Access Management

C. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management

D. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

Correct Answer: A

QUESTION 3

Which practice includes the use of approaches such as Lean, Agile and DevOps with the aim of facilitating a greater amount of change at a quicker rate?

A. Service desk

B. Monitoring and event management

C. Service level management

D. Continual improvement

Correct Answer: C

QUESTION 4

What is required by all service desk staff?

A. Excellent technical knowledge

B. Root cause analysis skills

C. Demonstration of emotional intelligence

D. Knowledge of telephony technology

Correct Answer: C

QUESTION 5

Which stakeholders co-create value in a service relationship?

A. Investor and supplier

B. Consumer and provider

C. Provider and supplier

D. Investor and consumer

Correct Answer: B

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