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QUESTION 1

Which activity is part of the \\'continual improvement\\' practice?

A. Identifying the cause of incidents and recommending related improvements

B. Authorizing changes to implement improvements

C. Logging and managing incidents that result in improvement opportunities

D. Making business cases for improvement action

Correct Answer: A

QUESTION 2

Which is the CORRECT list of the three levels of a multi-level service level agreement (SLA)?

A. Technology, customer, user

B. Corporate, customer, service

C. Corporate, customer, technology

D. Service, user, IT

Correct Answer: B

Reference: http://theartofservice.com/itil-service-level-agreement-structure.html

QUESTION 3

Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented

B. Public frameworks are always cheaper to adopt

C. Public frameworks are prescriptive and tell you exactly what to do

D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

QUESTION 4

Which is NOT an objective of the change management process?

A. To ensure that all changes to configuration items are recorded in the configuration management system

B. To ensure that changes are recorded and evaluated

C. To respond to the business and IT requests for change that will align the services with the business needs

D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 5

Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

A. Supplier management

B. Change enablement

C. Relationship management

D. Service desk

Correct Answer: C

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