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QUESTION 1

Which statement about change authorization is CORRECT?

- A. A change authority should be assigned to each type of change and change model
- B. Centralizing change authorization to a single person is the most effective means of authorization
- C. The authorization of normal changes should be expedited to ensure they can be implemented quickly
- D. Standard changes are high risk and should be authorized by the highest level of change authority

Correct Answer: A

QUESTION 2

An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

- A. Collaborate and promote visibility
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

Correct Answer: A

QUESTION 3

Which of the following would commonly be found in a contract underpinning an IT service?

- 1.
Financial arrangements related to the contract
 - 2.
Description of the goods or service provided
 - 3.
Responsibilities and dependencies for both parties
- A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 3 only
 - D. All of the above



Correct Answer: D

QUESTION 4

Which of the following areas would not be supported by a Service Design tool?

- A. Software design
- B. Process design
- C. Environment design
- D. Strategy design

Correct Answer: D

QUESTION 5

Which of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technical staff manages infrastructure devices not services

Correct Answer: B

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