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QUESTION 1

Which practice has a strong influence on the user experience and perception of the service provider?

A. Service desk

B. Change enablement

C. Service level management

D. Supplier management

Correct Answer: C

QUESTION 2

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that: A. An SLA is legally binding, an OLA is a best efforts agreement

B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service

C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets

D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: D

QUESTION 3

Which one of the following activities does application management perform?

A. Defining where the vendor of an application should be located

B. Ensuring that the required functionality is available to achieve the required business outcome

C. Deciding who the vendor of the storage devices will be

D. Agreeing the service levels for the service supported by the application

Correct Answer: B

QUESTION 4

What is the purpose of the \\'information security management\\' practice?

A. To protect the information needed by the organization to conduct its business

B. To observe services and service components

C. To ensure that accurate and reliable information about the configuration of services is available when and where it is needed

D. To plan and manage the full lifecycle of all IT assets

Correct Answer: A

QUESTION 5

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

A. Service offering

B. Service provision

C. Service relationship management

D. Service consumption

Correct Answer: C

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