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QUESTION 1

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

Correct Answer: B

QUESTION 2

Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

(1)

Risk assessment

(2)

Testing of resilience mechanisms

(3)

Monitoring of component availability

A.

All of the above

B.

1 and 2 only

C.

1 and 3 only

D.

2 and 3 only

Correct Answer: B

QUESTION 3



Which of the following activities are performed by a desk?

1.
Logging details of incidents and service requests
 2.
Providing first-line investigation and diagnosis
 3.
Restoring service
 4.
Implementing all standard changes
- A. All of the above
B. 1, 2 and 3 only
C. 2 and 4 only
D. 3 and 4 only

Correct Answer: B

QUESTION 4

Which of the following are objectives of Supplier Management?

1.
Negotiating and agreeing Contracts
 2.
Updating the Supplier and Contract database
 3.
Planning for possible closure, renewal or extension of contracts
 4.
Managing relationships with internal suppliers
- A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. None of the above



Correct Answer: A

QUESTION 5

What is the purpose of the `problem management` practice?

- A. To protect the information needed by the organization to conduct its business
- B. To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors
- C. To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
- D. To minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Correct Answer: B

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