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QUESTION 1

Which gives a user access to a system?

- A. Service requirement
- B. Service agreement
- C. Service consumption
- D. Service provision

Correct Answer: D

QUESTION 2

Which is the MOST important stakeholder group that a service provider needs to collaborate with?

- A. Suppliers
- B. Customers
- C. Relationship managers
- D. Developers

Correct Answer: B

QUESTION 3

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Correct Answer: C

QUESTION 4

Which step of the continual improvement model includes baseline assessments?

- A. Did we get there?



- B. Where are we now?
- C. What is the vision?
- D. Where do we want to be?

Correct Answer: D

QUESTION 5

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

Correct Answer: A

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