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QUESTION 1

Which practice would help a user gain access to an application that they need to use?

- A. Service configuration management
- B. Change enablement
- C. Service request management
- D. Service level management

Correct Answer: B

QUESTION 2

Which two practices use workarounds?

- A. Change enablement and continual improvement
- B. Change enablement and problem management
- C. Problem management and incident management
- D. Incident management and continual improvement

Correct Answer: C

QUESTION 3

Which of the following are reasons why ITIL is successful?

- 1.
ITIL is vendor neutral
 - 2.
It does not prescribe actions
 - 3.
ITIL represents best practice
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only
 - D. 2 and 3 only



Correct Answer: A

QUESTION 4

Which of the following are types of service defined in ITIL?

1.

Enabling

2.

Core

3.

Enhancing

4.

Computer

A. 1, 3 and 4 only

B. 2, 3 and 4 only

C. 1, 2 and 4 only

D. 1, 2 and 3 only

Correct Answer: D

References:

QUESTION 5

Which of the following statements is CORRECT?

A. IT Service Continuity Management can only take place once Business Continuity Management has been established

B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management

C. Business Continuity Management and IT Service Continuity Management must be established at the same time

D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Correct Answer: B

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