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QUESTION 1

Which process manages escalations regarding the performance of a service provider?

- A. business relationship management
- B. incident management
- C. service level management
- D. supplier management

Correct Answer: D

QUESTION 2

What generally results from a lack of trust between the customer organization and the service integrator?

- A. customer organization access to data may be reduced
- B. duplication of roles and activities and micro-management
- C. reduction in the successful deployment of service patches and releases
- D. SIAM transition measures of success are not understood

Correct Answer: B

QUESTION 3

Which processes are strongly related to event management?

- A. business relationship management, change and release management, and incident management
- B. monitoring and measuring, incident management, and availability management
- C. portfolio management, business relationship management, and problem management
- D. problem management, change and release management, and monitoring and measuring

Correct Answer: B

QUESTION 4

What is the challenge of a legacy contract not being fit for purpose?

- A. aligning contractual requirements with the new SIAM model
- B. balancing the level of control against expected benefits



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C. the customer does not get what they expect

D. understanding the expected benefits and costs

Correct Answer: A

QUESTION 5

Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

A. apply agile thinking

B. create a reporting framework

C. use qualitative and quantitative measures

Correct Answer: B

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