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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

Which set of common process considerations includes understanding how compliance and assurance will be managed?

A. complexity

B. data and information

C. ownership of the end-to-end process

D. toolset

Correct Answer: B

QUESTION 3

Which process records and manages service issues that are interrupting the availability of a service?

A. change management

B. incident management

C. problem management

D. request fulfillment

Correct Answer: B

QUESTION 4

What is a benefit of adopting SIAM for an organization?

A. SIAM enables effective contracts between the service integrator and the service providers.

B. SIAM makes service providers accountable for the end-to-end delivery of services.

C. SIAM provides a single point of control for the integrated delivery of services.

D. SIAM provides service providers with a tool to support their internal processes.

Correct Answer: C

QUESTION 5

What driver is related to service satisfaction?

A. a corporate governance requirement, for instance a new act

B. prevention of duplication of resources and activities across multiple service providers

C. the reduction of Shadow IT

D. the pace with which changes are made to meet business requirements

Correct Answer: D

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