Question 1

Consider the following activities:

1. The analysis of raw data

2. The identification of trends

3. The definition of Service Management processes

4. The implementation of preventive measures

Which of the above should be easier after implementing a good IT Service Management software tool?

Options:

A- All of them

B- 2 and 3

C- None of them

D- 1, 2 and 4

Question 2

Question Type: MultipleChoice

An overhead would normally be regarded as which of the following?

Options:

A- A discounted charge

B- The market price

C- An indirect cost

D- A direct cost

Answer:

C

Question 3

As part of your IT Continuity Planning you have been asked to undertake a comprehensive Risk Analysis. Which of the following is most likely to be of use to you in drawing up your plan?

Options:

A- The Forward Schedule of Change, produced by Change Management

B- A Service Catalogue plus an understanding of the business criticality of each of the services

C- A list of Services and Operational Level Agreements

D- A report produced by Incident Management detailing the incidents affecting IT Services over the last month

Answer:

B

Question 4

Typically the decision on what should be the lowest level of CI recorded is influenced mostly by:

Options:

A- The reliability of the CIs

B- The level at which components will be independently changed

C- The suitability of the available software to hold the information

D- The availability of spares for CIs

Answer:

B

Question 5

Question Type: MultipleChoice

Which of the following are NOT operational costs?

Options:

A- Staff

B- Consultancy

C- A mainframe purchase

D- Accommodation rental

Answer:

C

Question 6

Question Type: **MultipleChoice**

Capacity Management is responsible for ensuring the capacity of the IT Infrastructure matches the evolving demands of the business in the most cost effective and timely manner. Which of the following is NOT part of this responsibility?

Options:

A- Monitoring performance and throughput of individual IT components

B- Tuning systems to make most effective use of IT resources

C- Purchasing resources for the IT Infrastructure

D- Influencing customer behaviour to optimise the use of IT resources

Answer:

C

Question 7

Question Type: MultipleChoice

If the IT Service Continuity plan had to be invoked during a crisis, what would be the role of the organisation's senior managers?

Options:

A- Progress reporting

B- Leading the recovery teams

C- Co-ordinating and directing activities, arbitrating and allocating resources

D- Executing recovery instructions

Answer:

C