Question 1

Identity the missing word(s) in the blowing sentence.

The purpose of the problem management practice is to reduce the likelihood and impact o' incidents by identifying actual and potential causes of incidents, and managing workarounds and [?].

Options:

A) events

B) charges

C) IT assets

D) known errors

Answer:

D

Question 2

What is defined as a cause, or potential cause, of one or more incidents?

Options:

A) Change

B) Event

C) Known error

D) Problem

Answer:

D

Question 3

Question Type: **MultipleChoice**

Which practice requires that staff demonstrate excellent customer service skills, such as empathy and emotional intelligence?

A) Release management

B) Service desk

C) Problem management

D) Supplier management

Answer:

B

Question 4

Question Type: MultipleChoice

What is defined as any financially valuable component that can contribute to the delivery of a service?

Options:

A) Configuration item

B) Product

C) IT asset

D) Event

Answer:

C

Question 5

Which of the following ensures that a service provider and a service consumer continually co-create value?

Options:

A) Service consumption

B) Service offerings

C) Change enablement

D) Service relationship management

Question 6

Question Type: **MultipleChoice**

What type of chance is often used for resolving incidents or implementing security patches?

Options:

A) Slandaid uhar ye

B) Normal change

C) Emergency change

D) Change model

Answer:

C

Question 7

Which statement about outcomes is CORRECT9

Options:

A) Outcomes enable products to be delivered to a stakeholder

B) An outcome defines the amount of money spent on technology for a service

C) An outcome depends on at least one output to deliver a result

D) Outcomes provide assurance to stakeholders on how a service performs

Answer:

C

Question 8

Which phase of problem management includes the regular assessment of the effectiveness of workarounds?

Options:

A) Problem identification

B) Problem control

C) Error control

D) Problem analysis

Answer:

C

Question 9

Question Type: MultipleChoice

Which is a key element of :he 'think and work holistically' guiding principle?

Options:

A) Assessing which procedures can be re-used when improving a service

B) Understanding the methods applicable to complex systems

C) Eliminating metrics which do not contribute to achieving an objective

D) Using technology for standard tasks to give people time for complex activities

Answer:

B