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## Question 1

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**Question Type:** MultipleChoice

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Within the operations life cycle, which Operations Management Review (OMR) follows the Supporting Quadrant?

### Options:

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- A- Change Initiation Review
- B- Operations Review
- C- Release Readiness Review
- D- Service Level Agreement (SLA) Review

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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Which Service Management Function has maintaining security according to agreed policies across the services and systems as its main goal?

**Options:**

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- A- Availability Management
- B- Security Administration
- C- Security Management
- D- System Administration

**Answer:**

---

B

## Question 3

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**Question Type:** MultipleChoice

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Of which Service Management Function (SMF) is monitoring the application of security measures a key element?

**Options:**

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- A- Incident Management
- B- Security Administration
- C- Security Management
- D- Service Monitoring and Control

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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What is the order of the four basic steps that MOF and MSF follow to create a new solution?

**Options:**

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- A- Build, plan, deploy and operate the solution

- B-** Deploy, operate, plan and build the solution
- C-** Operate, build, plan and deploy the solution
- D-** Plan, build, deploy and operate the solution

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

**Options:**

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- A-** the Operations Role Cluster
- B-** the Release Role Cluster
- C-** the Security Role Cluster
- D-** the Service Role Cluster

**Answer:**

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B

## Question 6

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**Question Type:** MultipleChoice

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Which of the following is a key element of both Capacity Management and Network Administration?

**Options:**

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A- Application Sizing

B- Fault Management

C- Network Security

D- Performance Management

**Answer:**

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D

## Question 7

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**Question Type:** MultipleChoice

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To which Service Management Functions does the Risk Management Discipline apply?

### Options:

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- A- To all Service Management Functions
- B- To IT Service Continuity Management and Availability Management
- C- To IT Service Continuity Management and Change Management
- D- To IT Service Continuity Management and Security Management

### Answer:

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A

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