Question 1

What is the best definition of "Quality system"?

Options:

A- ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently

B- mandatory Quality management practices followed by everyone in the service provider organizations

C- organizational structure related to responsibilities, procedures and resources for implementing quality management

D- set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Answer:

C

Question 2

What does Service Management aim to achieve?

Options:

A- to exceed expectations at all times based on solid processes followed rigidly at all times

B- to exceed expectations occasionally, recognizing that the customer will be disappointed at other times

C- to provide an agreed and well-defined level of quality, based on ongoing communication with the customer

D- to provide well-defined processes and measures, by which the Service Management organization can rate their quality for the customer

Answer:

C

Question 3

Question Type: MultipleChoice

Which of the following activities in the Problem Management process is related to the Change Management process?

Options:

A- identifying Problems

B- classifying Problems

C- correcting Problems

D- investigating a solution

Answer:

C

Question 4

Question Type: **MultipleChoice**

What is a best practice for Capacity Management?

Options:

A- A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.

B- Decisions about service provision should be based on cost effectiveness comparisons.

C- The resilience of the infrastructure components should be measured and included in the Capacity plan.

D- The Service Catalog should be maintained and kept up-to-date.

Answer:

A

Question 5

Question Type: MultipleChoice

What may define the scope of Service Management in the Service Management plan?

Options:

A- the location of the services

B- the number of staff

C- the size of the infrastructure

D- the specific processes undertaken

Answer:

A

Question 6

Question Type: MultipleChoice

When can the building and testing of a Change begin?

Options:

A- As soon as the impact analysis has been discussed by the members of the Change Advisory Board

B- As soon as there is a correct network plan for the change

C- As soon as the Request for Change (RFC) has been formally authorized

D- As soon as the Request for Change (RFC) has been classified

Answer:

C

Question 7

A number of important documents are used within Service Level Management One of these documents consists of an overview of services and Service Levels offered. What is the name of the document?

Options:

A- Service Catalog

B- Service Level Agreement (SLA)

C- Service Level Requirement

D- Underpinning Contract

Answer:

A

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