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Question 1

Question Type: MultipleChoice

Which of the following is a Role Cluster in the MOF Team Model?

Options:

- A- The Changing Role Cluster
- B- The Partner Role Cluster
- C- The Risk Management Role Cluster
- D- The SLA Review Role Cluster

Answer:

B

Question 2

Question Type: MultipleChoice

Which of the following describes the concept of Service Management Functions (SMFs)?

Options:

- A- a model for measuring the performance of the process
- B- a model for organizing IT staff
- C- organizational units that support IT operations
- D- processes, procedures and policies to deliver and support IT service solutions

Answer:

D

Question 3

Question Type: MultipleChoice

To what ITIL category do the Service Management Functions (SMFs) in the Changing Quadrant directly map?

Options:

- A- Customer Relationship Management
- B- Service Delivery
- C- Service Level Management
- D- Service Support

Answer:

D

Question 4

Question Type: MultipleChoice

For which type of administration does System Administration not have responsibility?

Options:

- A- Database administration

- B-** Directory Services administration
- C-** Messaging administration
- D-** Telecommunications systems administration

Answer:

B

Question 5

Question Type: MultipleChoice

Which of the following is a requirement for successful implementation of IT Service Management?

Options:

- A-** guidance in operating Microsoft's platforms
- B-** measurable evidence of benefit to build a business case
- C-** using MSF as the software development and deployment approach
- D-** using the seven books of ITIL

Answer:

B

Question 6

Question Type: MultipleChoice

Of which Service Management Function (SMF) is deploying reliable services smoothly an objective?

Options:

- A- Change Management
- B- Configuration Management
- C- Release Management
- D- Service Monitoring and Control

Answer:

C

Question 7

Question Type: MultipleChoice

Which Service Management Function (SMF) or Operations Management Review (OMR) needs to ensure that the key operational knowledge remains current and accessible to all members of the operations staff?

Options:

- A- Workforce Management
- B- Operations Review
- C- Service Level Agreement (SLA)
- D- Release Management

Answer:

B

Question 8

Question Type: MultipleChoice

Which Service Management Function (SMF) is also addressed as an ITIL process?

Options:

- A- Security Management
- B- Storage Management
- C- System Management
- D- Workforce Management

Answer:

A

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