58^{Q&As}

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QUESTION 1

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

A. Excessive focus on quality

B. Excessively reactive

C. Excessively proactive

D. Excessive focus on cost

Correct Answer: D

QUESTION 2

Which of the following is MOST concerned with the design of new or changed services?

A. Change management

B. Service transition

C. Service strategy

D. Service design

Correct Answer: D

QUESTION 3

ITSM concepts are often described in the context of only one of these type. Type I, type II and type III

A. Service Units

B. Business Units

C. Service Providers

D. Customers

Correct Answer: C

QUESTION 4

Removing or restricting rights to use an IT Service is the responsibility of which process?

A. Access Management

B. Incident Management

C. Request Fulfillment

D. Change Management

Correct Answer: A

QUESTION 5

Which is an example of how service automation assists service automation assists service management?

A. Customers can employ more sales staff during peak business periods

B. The capacity of services can be adjusted to respond to respond to variations in demand

C. Requests for new services can be authorized by anyone in service management

D. The capacity of the service desk can be reduced to prevent users contacting it at busy times

Correct Answer: B

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