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QUESTION 1

Which statement BEST describes the value of the service transition stage to the business?

A. It supports the creation of a catalogue of services?

B. It leads to gradual and continual improvement in service quality

C. It ensures the production of more successful service designs

D. It results in higher volumes of successful change

Correct Answer: D

QUESTION 2

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

A. Each stage should be carried out once in the order Plan-Do-Check-Act

B. There should be a single Plan,then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

C. There should be a single Plan and Do,then Check and Act should be carried out multiple times to implement Continual Improvement

D. The entire cycle should be repeated multiple times to implement Continual Improvement

Correct Answer: D

QUESTION 3

Which of the following should be done when closing an incident?

1.

 Check the incident categorization and correct it if necessary

2.

 Check that the user is satisfied with the outcome

A. 1 only

B. Both of the above

C. 2 only

D. Neither of the above

Correct Answer: B

QUESTION 4

What is the CORRECT definition of service management?

A. A set of specialized assets for transitioning services into the live operational environment

B. A set of specialized organizational capabilities for delivering value to customers in the form of services

C. The capability of suppliers to deliver services to providers in exchange for money

D. The capability of service providers to minimize their costs without reducing the value of the services

Correct Answer: B

QUESTION 5

Which processes are responsible for the regular review of underpinning contracts?

A. Supplier management and service level management

B. Supplier management and change management

C. Availability management and service level management

D. Supplier management and availability management

Correct Answer: A