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58 Q&As

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QUESTION 1

What BEST describes an important principle of communication in service operation?

A. It is efficient, effective and economical for all IT services

B. It has an intended purpose or a resultant action

C. It focuses on creating a relationship between processes and products

D. It has responsibility for creating policies

Correct Answer: D

QUESTION 2

How should entries in the CSI register be categorized?

A. Based on priority, urgency and impact to the business and to all its stakeholders

B. Based on small, medium or, large undertakings that can be done quickly, medium term or long term

C. Based on IT service name, cost to the business and expected outcomes to the customer

D. Based on best improvement opportunities in the organization to achieve a competitive advantage

Correct Answer: B

QUESTION 3

What processes represent the scope of financial management for IT services?

A. Budgeting, costing and charging

B. Budgeting, accounting and charging

C. Cost models and invoicing

D. Charging, accounting and billing

Correct Answer: B

QUESTION 4

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal

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B. Change policy

C. Service request

D. Risk register

Correct Answer: A

QUESTION 5

Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred

B. An unplanned interruption to an IT service or reduction in the quality of an IT service

C. A change of state which has significance for the management of a Configuration Item or IT Service

D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

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