

BH0-012^{Q&As}

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QUESTION 1

When can a known error record be raised?

1.

At any time it would be useful to do so

2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 2

Which of the following provide value to the business from service strategy?

1.

Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful

2.

Enabling the service provider to respond quickly and effectively to changes in the business environment

3.

Reduction in the duration and frequency of service outages

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

QUESTION 3

The consideration of value creation is a principle of which stage of the service lifecycle?

- A. Continual service improvement
- B. Service strategy
- C. Service design
- D. Service transition

Correct Answer: B

QUESTION 4

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

QUESTION 5

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction

4:

Identifying possible future markets that the service provider could operate in

- A.
1, 2 and 3 only
- B.
1 and 2 only
- C.
1, 2 and 4 only

D.

All of the above

Correct Answer: A

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