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QUESTION 1

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
- B. Capacity management
- C. Service portfolio management
- D. Service catalogue management

Correct Answer: C

QUESTION 2

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Correct Answer: C

QUESTION 3

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 4

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Correct Answer: B

QUESTION 5

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A

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