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QUESTION 1

Which of the following are managed by facilities management?

1.
Hardware within a data centre or computer room
2.
Applications
3.
Power and cooling equipment
4.
Recovery sites

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

Correct Answer: C

QUESTION 2

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

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

Which one of the following is the BEST definition of reliability?

- A. The availability of a service or component
- B. The level of risk that affects a service or process
- C. How long a service or configuration item (CI) can perform its function without failing
- D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 5

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

Correct Answer: B

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