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QUESTION 1

Which ITIL process provides change proposals in order to eliminate structural errors?

- A. Security Management
- B. Problem Management
- C. IT Service Continuity Management
- D. Availability Management

Correct Answer: B

QUESTION 2

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by defining service levels
- C. by measuring customer satisfaction
- D. by reporting on all incidents

Correct Answer: C

QUESTION 3

When the cause of one or more incidents is not known, additional resources are assigned to identify the cause. Which ITIL process is responsible for this?

- A. Service Level Management
- B. Incident Management
- C. Problem Management
- D. Capacity Management

Correct Answer: C

QUESTION 4

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

- A. Act - Check - Do - Plan

- B. Do - Plan - Check - Act
- C. Check - Plan - Act - Do
- D. Plan - Do - Check - Act

Correct Answer: D

QUESTION 5

Which ITIL process is responsible for analyzing risks and counter measures?

- A. Service Desk
- B. Capacity Management
- C. Problem Management
- D. IT Service Continuity Management

Correct Answer: D

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