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QUESTION 1

When is a Known Error identified?

- A. When the cause of the problem is known.
- B. When the problem is known.
- C. When the problem has been resolved.
- D. When the incident has been sent to Problem Management.

Correct Answer: A

QUESTION 2

An analysis has been made regarding the expansion of the customer information database. The result indicates that the mainframe disk capacity must be increased, to accommodate the expected growth of the database in the foreseeable future. Which process is responsible for sharing this information on time, to make sure that the available disk space is sufficient?

- A. Availability Management
- B. Capacity Management
- C. Security Management
- D. Change Management

Correct Answer: B

QUESTION 3

One of the objectives of Problem Management is to minimize the impact of problems on IT services. Which activity needs to be carried out by Problem Management in order to achieve this?

- A. maintaining relations with suppliers
- B. ensuring the availability of the IT infrastructure
- C. managing Known Errors
- D. giving second-line support when problems occur

Correct Answer: C

QUESTION 4

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

- A. the relationship to other Configuration Items
- B. the impact of the Configuration Item
- C. the Request for Change number for the Configuration Item
- D. repairs to the Configuration Item

Correct Answer: A

QUESTION 5

The Application Sizing activity is part of Capacity Management. What is Application Sizing?

- A. measuring the load that an application places on the hardware
- B. keeping the capacity used by the applications up-to-date
- C. checking how an application has grown
- D. determining the hardware capacity required to support new (or adapted) applications

Correct Answer: D

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