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QUESTION 1

For which of the following activities of Configuration Management are audits regularly implemented?

- A. status monitoring
- B. planning
- C. verification
- D. identification

Correct Answer: C

QUESTION 2

Which activity takes place immediately after recording and registering an incident?

- A. classification
- B. matching
- C. analysis and diagnosis
- D. solving and restoring

Correct Answer: A

QUESTION 3

Which of the following tasks is part of proactive Problem Management?

- A. making a change to resolve a problem
- B. analyzing trends
- C. managing Known Errors
- D. registering frequently occurring errors

Correct Answer: B

QUESTION 4

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 5

What is the use of additional technical expertise in the Incident Management process called?

A. functional escalation

B. problem analysis

C. incident classification

D. resolution and recovery of the incident

Correct Answer: A

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