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QUESTION 1

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 2

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

Correct Answer: D

QUESTION 3

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

Correct Answer: D

QUESTION 4

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results

- C. It responds to specific events
- D. It structures an organization

Correct Answer: D

QUESTION 5

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

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