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QUESTION 1

The multi-level SLA is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

Correct Answer: D

QUESTION 2

Which of the following service desk organizational structures are described in service operation?

- 1.
Local service desk
- 2.
Virtual service desk
- 3.
IT help desk
- 4.
Follow the sun

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only
- C. 1, 3 and 4 only
- D. 1, 2 and 3 only

Correct Answer: A

QUESTION 3

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)

- C. The service owner
- D. The continual service improvement manager

Correct Answer: A

QUESTION 4

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

QUESTION 5

Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Correct Answer: C

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