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QUESTION 1

What is a service delivered between two business units in the same organization known as?

A. Strategic service

B. Delivered service

C. Internal service

D. External service

Correct Answer: C

QUESTION 2

Which of the following is the BEST description of a service-based service level agreement (SLA)?

A. The SLA covers one service, for all the customers of that service

B. The SLA covers an individual customer group for all services they use

C. An SLA that covers all customers for all services

D. An SLA for a service with no customers

Correct Answer: A

QUESTION 3

What is a characteristic of a process?

A. It requires a specific tool

B. It is performance driven and measurable

C. It provides generic technical skills and resources

D. It does not react to a specific trigger

Correct Answer: B

QUESTION 4

Which is an objective of event management?

A. To maintain user satisfaction with the quality of IT services

B. To detect changes of state that have significance for management of an IT service

C. To provided a channel for users to receive standard services that they are expecting

D. To minimize the impact of incidents due to service failures that cannot be prevented

Correct Answer: B

QUESTION 5

Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities

B. To ensure service levels are met and breaches of agreements are avoided

C. To enable the incident management database to be partitioned for greater efficiency

D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

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