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QUESTION 1

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

Correct Answer: B

QUESTION 2

Which two elements of financial management for IT services are mandatory?

- A. Budgeting and charging
- B. Accounting and charging
- C. Budgeting and accounting
- D. Costing and charging

Correct Answer: C

QUESTION 3

Which of the following activities are performed by a service desk?

- 1.
Logging details of incidents and service requests
- 2.
Providing first-line investigation and diagnosis
- 3.
Restoring service
- 4.
Implementing all standard changes

- A. All of the above
- B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

QUESTION 4

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity

B. Perform an activity

C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

QUESTION 5

What is the best description of an external customer?

A. Someone who works in the same organization but in a different business unit to the service provider

B. Anyone who gets charged for the delivered services

C. Customers who are not part of the same organization as the service provider

D. Customers for whom the cost of the service is the primary driver

Correct Answer: C

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