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QUESTION 1

What BEST describes the value of continual service improvement to the business?

A. It supports the creation of a portfolio of quantified services

B. It results in gradual improvement in cost effectiveness

C. It improves governance by building controls into service designs

D. It provides quick and effective access to standard services

Correct Answer: B

QUESTION 2

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

A. Service level management

B. Problem management

C. Change management

D. Event management

Correct Answer: B

QUESTION 3

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 4

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

A. Service level management

B. IT operations management

C. Capacity management D. Incident management

Correct Answer: B

QUESTION 5

Which document shows a detailed analysis of business impact and benefits?

A. A return on investment

B. Service level requirements

C. A business case

D. A service level agreement

Correct Answer: C

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