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QUESTION 1

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centres and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk
- D. Managing the rights to use a service or group of services

Correct Answer: D

QUESTION 2

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

- A. Service Strategy
- B. Continual Service Improvement
- C. Service Operation
- D. Service Design

Correct Answer: B

QUESTION 3

What should be documented as part of every process?

- A. The process owner, process policy and set of process activities
- B. The service owner, service level agreement and set of process procedures
- C. The policy owner, operational level agreement and set of process steps
- D. The service manager, service contract and set of work instructions

Correct Answer: A

QUESTION 4

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management

- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Correct Answer: D

QUESTION 5

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

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