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QUESTION 1

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

Correct Answer: B

QUESTION 2

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 3

What are guiding principles?

- A. A set of interconnected activities that help an organization deliver a valuable service
- B. A description of one or more services that help address the needs of a target consumer group
- C. A set of specialized organizational capabilities for enabling value for customers
- D. Recommendations that help an organization when adopting a service management approach

Correct Answer: D

QUESTION 4

What is the purpose of the `monitoring and event management` practice?

- A. To restore normal service operation as quickly as possible
- B. To manage workarounds and known errors

- C. To capture demand for incident resolution and service requests
- D. To systematically observe services and service components

Correct Answer: D

QUESTION 5

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C

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