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QUESTION 1

Identify the missing word in the following sentence.

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the [?], and the CIs that support them, is available when and where it is needed.

- A. relationships with suppliers
- B. configuration of services
- C. skills of people
- D. authorization of changes

Correct Answer: B

Reference: <https://wiki.process-symphony.com.au/framework/lifecycle/process/service-configurationmanagement-itil-4/>

QUESTION 2

IT Service Continuity strategy should be based on:

(1)

Design of the service technology

(2)

Business continuity strategy

(3)

Business Impact Analysis

(4)

Risk assessment

A.

1, 2 and 4 only

B.

1, 2 and 3 only

C.

2, 3 and 4 only

D.

1, 3 and 4 only

Correct Answer: C

QUESTION 3

Access management is responsible for executing the policies that are defined in which process?

- A. Service portfolio management
- B. Information security management
- C. Change management D. Problem management

Correct Answer: B

QUESTION 4

Which statement about the `continual improvement` practice is CORRECT?

- A. Continual improvement participation should be limited to a small dedicated team.
- B. It is the role of senior management to authorize improvement initiatives.
- C. Training should be provided to those involved in continual improvement.
- D. A single continual improvement register should be maintained by senior management.

Correct Answer: B

Reference: <https://www.bmc.com/blogs/itil-continual-improvement/>

QUESTION 5

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