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QUESTION 1

Which activity is part of the 'continual improvement' practice?

- A. Identifying the cause of incidents and recommending related improvements
- B. Authorizing changes to implement improvements
- C. Logging and managing incidents that result in improvement opportunities
- D. Making business cases for improvement action

Correct Answer: A

QUESTION 2

Which practice has a purpose that includes aligning the organization's practices and services with changing business needs?

- A. Service level management
- B. Service configuration management
- C. Relationship management
- D. Continual improvement

Correct Answer: D

QUESTION 3

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 4

What type of change is MOST likely to be managed as a service request?

- A. A standard change

- B. A normal change
- C. An emergency change
- D. An organizational change

Correct Answer: B

QUESTION 5

What are the MOST important skills required by service desk staff?

- A. Incident analysis skills
- B. Technical skills
- C. Problem resolution skills
- D. Supplier management skills

Correct Answer: A

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