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QUESTION 1

Which activity is not the responsibility of IT Service Continuity Management?

- A. testing back-out arrangements
- B. analyzing risks
- C. executing impact analyses of incidents related to the back-out facilities
- D. drawing up back-out scenarios

Correct Answer: C

QUESTION 2

What is the difference between a process and a project?

- A. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.
- B. A project is continuous and has no end date, whereas a process has a finite lifespan.
- C. A process is continuous and has no end date, whereas a project has a finite lifespan.
- D. In a project the focus is not on the result, whereas with a process the result is important.

Correct Answer: C

QUESTION 3

Which ITIL process is responsible for setting up the cost allocation system?

- A. Financial Management for IT Services
- B. Availability Management
- C. Service Level Management
- D. Capacity Management

Correct Answer: A

QUESTION 4

Which ITIL process has responsibility in preventing unauthorized access to data?

- A. Availability Management
- B. Security Management

- C. IT Service Continuity Management
- D. Release Management

Correct Answer: B

QUESTION 5

Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

- A. Capacity Management
- B. Service Level Management
- C. Availability Management
- D. Financial Management for IT Services

Correct Answer: D

QUESTION 6

Which of the following is an example of proactive Problem Management?

- A. a trend analysis
- B. a report regarding the Problem Management process
- C. a change request
- D. an urgent change

Correct Answer: A

QUESTION 7

Which of the following statements about the Service Catalogue is correct?

- A. It describes only those services that are also included in the Service Level Agreement (SLA).
- B. It can be used instead of an SLA.
- C. It is necessary in order to draw up an SLA.
- D. It describes all services that can be supplied by the IT management organization.

Correct Answer: D

QUESTION 8

What is the first step when registering an incident?

- A. determine the priority
- B. assign an incident number
- C. record the incident data
- D. perform matching

Correct Answer: B

QUESTION 9

Which statement best describes the role of the Service Desk?

- A. The Service Desk ensures that the telephone is always manned.
- B. The primary task of the Service Desk is to investigate problems.
- C. The Service Desk functions as the first contact for the customer.
- D. The Service Desk ensures that the agreed IT service is available.

Correct Answer: C

QUESTION 10

What is the use of additional technical expertise in the Incident Management process called?

- A. functional escalation
- B. problem analysis
- C. incident classification
- D. resolution and recovery of the incident

Correct Answer: A

QUESTION 11

What is a request to replace something within the IT infrastructure called?

- A. Request for Change
- B. Replacement Request
- C. Request for Release
- D. Service Request

Correct Answer: A

QUESTION 12

How does Problem Management contribute to a higher solution percentage of first-line support?

- A. by analyzing open incidents
- B. by making a knowledge database available
- C. by preventing incidents
- D. by evaluating incidents with the customer

Correct Answer: B

QUESTION 13

What is the basis of the ITIL approach to Service Management?

- A. interrelated activities
- B. departments
- C. IT resources
- D. officials

Correct Answer: A

QUESTION 14

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident. According to ITIL best practices, what should happen next?

- A. Problem Management will submit a Request for Change (RFC).
- B. Service Level Management will start a Service Improvement Program (SIP).
- C. Change Management will start a Post Implementation Review (PIR).
- D. Release Management will implement the back-out plan.

Correct Answer: D

QUESTION 15

When implementing a new version of an application both Change Management and Release Management are involved.

What is the responsibility of the Change Management process here?

- A. Change Management has the executive task in this phase.
- B. Change Management must check whether the new application functions properly.
- C. Change Management plays a coordinating role in this phase.
- D. Change Management draws up the change request for this.

Correct Answer: C

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