



Vendor: EXIN

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Version: DEMO

QUESTION 1

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Answer: A

QUESTION 2

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity
- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service
- D. Normal, temporary, emergency, personal, group

Answer: B

QUESTION 3

Which of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
- B. Resources and capabilities are both types of service asset
- C. Capabilities are types of service asset and resources are not
- D. Neither capabilities nor resources are types of service asset

Answer: B

QUESTION 4

Within service design, what is the key output handed over to service transition?

- A. Measurement, methods and metrics
- B. Service design package
- C. Service portfolio design
- D. Process definitions

Answer: B

QUESTION 5

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Answer: C

QUESTION 6

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Answer: D

QUESTION 7

Availability management is directly responsible for the availability of which of the following?

- A. IT services and components
- B. IT services and business processes
- C. Components and business processes
- D. IT services, components and business processes

Answer: A

QUESTION 8

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Answer: B

QUESTION 9

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

QUESTION 10

Which of the following types of service should be included in the scope of service portfolio management?

1. Those planned to be delivered

- 2. Those being delivered
- 3. Those that have been withdrawn from service

- A. 1 and 3 only
- B. All of the above
- C. 1 and 2 only
- D. 2 and 3 only

Answer: B

QUESTION 11

The BEST description of an incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B

QUESTION 12

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

- A. Devise a strategy; Design the solution;
Transition into production;
Operate the solution;
Continually improve
- B. Where do we want to be?;
How do we get there?;
How do we check we arrived?;
How do we keep the momentum going?
- C. Identify the required business outcomes;
Plan how to achieve the outcomes;
Implement the plan;
Check the plan has been properly implemented;
Improve the solution
- D. What is the vision?;
Where are we now?;
Where do we want to be?;
How do we get there?;
Did we get there?;
How do we keep the momentum going?

Answer: D

QUESTION 13

When can a known error record be raised?

1. At any time it would be useful to do so
2. After a workaround has been found

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

Answer: D

QUESTION 14

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Answer: B

QUESTION 15

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual service improvement
- B. Change management
- C. Service level management
- D. Availability management

Answer: C

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