Vendor:EXIN

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QUESTION 1

Implementation of IT1L service management requires the preparation and planning of the effective and efficient use of "the four Ps."

What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, problems

C. People, process, products, partners

D. People, products, perspective, partners

Correct Answer: C

QUESTION 2

Which statement about the emergency change advisory board (ECAB) is CORRECT?

A. The ECAB considers every high priority request for change

B. Amongst the duties of the ECAB is the review of completed emergency changes

C. The ECAB will be used for emergency changes where there may not be time to call a full CAB

D. The ECAB will be chaired by the IT director

Correct Answer: C

QUESTION 3

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

Correct Answer: C

QUESTION 4

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

C. To design and build processes which will meet business needs

D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 5

Which of the following would be examined by a major problem review?

1.

Things that were done correctly

2.

Things that were done incorrectly

3.

How to prevent recurrence

4.

What could be done better in the future

A. 1 only

B. 2 and 3 only f

C. 1, 2 and 4 only D. All of the above

Correct Answer: D

QUESTION 6

Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?

A. To ensure that a service can be managed and operated in accordance with constraints specified during design

B. To design and develop capabilities for service management

C. To provide good-quality knowledge and information about services

D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 7

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?

Correct Answer: D

QUESTION 8

Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood

B. To ensure that changes are recorded and evaluated

C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)

D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 9

Which one of the following activities are carried out during the Where do we want to be? step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements

B. Reviewing measurements and metrics

C. Creating a baseline

D. Defining measurable targets

Correct Answer: D

QUESTION 10

Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract that specifies the responsibilities of each party

B. An agreement between the service provider and an internal organization

C. An agreement between a service provider and an external supplier

D. An agreement between the service provider and their customer

Correct Answer: D

QUESTION 11

The multi-level SLA\\' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

A. Customer level

B. Service level

C. Corporate level

D. Configuration level

Correct Answer: D

QUESTION 12

Consider the following list:

1.

Change authority

2.

Change manager

3.

Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Correct Answer: D