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## QUESTION NO: 1

Typically, the decision on what should be the lowest level of CI recorded is influenced mostly by:

- A. The reliability of the CIs
- B. The level at which components will be independently changed
- C. The suitability of the available software to hold the information
- D. The availability of spares for CIs

**ANSWER: B**

## QUESTION NO: 2

Which of the following statements is FALSE?

- A. If the root cause and a temporary work-around have been identified for a problem it becomes a known error
- B. All known errors need to be resolved to user satisfaction
- C. A known error can be kept open when a work-around is being used
- D. Incidents are not the only source of known errors

**ANSWER: B**

## QUESTION NO: 3

Which of the following is NOT the responsibility of the Release Management process?

- A. The physical aspects of software control
- B. Ensuring that the accuracy of CMDB entries concerning software CIs is maintained
- C. Helping to determine the software release policy
- D. Distributing software

**ANSWER: B**

## QUESTION NO: 4

At what point should capacity requirements of a proposed system be first considered?

- A. Leave it until the system is implemented and see if the system works O.K.
- B. As early as possible
- C. When the Development Manager has completed testing and passes the system to Operations for operational testing
- D. Just before the system goes live

**ANSWER: B**

## QUESTION NO: 5

Which of the following statements is TRUE?

- A. Physical copies of all CIs are stored in the DSL
- B. Release Management is responsible for managing the organization's rights and obligations regarding software
- C. The DSL contains source code only
- D. A change may only be developed from non-definitive versions of software in the case of an urgent release

**ANSWER: B**

## QUESTION NO: 6

Which of the following is NOT an element of Availability Management?

- A. Verification
- B. Security
- C. Reliability
- D. Maintainability

**ANSWER: A**

## QUESTION NO: 7

As part of your IT Continuity Planning you have been asked to undertake a comprehensive Risk Analysis. Which of the following is most likely to be of use to you in drawing up your plan?

- A. The Forward Schedule of Change, produced by Change Management
- B. A Service Catalogue plus an understanding of the business criticality of each of the services
- C. A list of Services and Operational Level Agreements
- D. A report produced by Incident Management detailing the incidents affecting IT Services over the last month

**ANSWER: B**

## QUESTION NO: 8

Which of the following is least likely to be a direct benefit of implementing a formal Incident Management process?

- A. Improved user satisfaction
- B. Incident volume reduction
- C. Elimination of lost incidents
- D. Less disruption to both IT support staff and users

**ANSWER: B**

## QUESTION NO: 9

Which one of the following is NOT the responsibility of a Service Level Manager?

- A. Analyzing and reviewing agreed service levels
- B. Maintaining the service catalogue
- C. Negotiating requests for service
- D. Assessing the full impact of proposed changes to services

**ANSWER: D**

## QUESTION NO: 10

Why is there sometimes conflict between the goals of Incident Management and those of Problem Management?

- A.** Because specialist support staff do not properly document the work-arounds they identify which consequently prevents the 1st line support staff from applying them the next time the incident occurs
- B.** Because Problem Management is often carried out by technical staff who also have operations responsibilities and who cannot allocate enough resources to problem solving
- C.** Because Problem Management is focusing on identifying permanent solutions and therefore the speed with which these solutions are found is of secondary importance
- D.** Because Problem Management staff rarely give feedback spontaneously, forcing the 1st line support staff to chase them

**ANSWER: C**