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Question: 1

Which of the following is a responsibility of the Operations Role Cluster?

- A. detecting intrusions and protecting against viruses
- B. managing business-to-business trading interfaces
- C. managing IT-procurement and purchasing functions
- D. prioritizing service improvement requests and identifying gaps for future functionality

Answer: B

Question: 2

In what way does Capacity Management contribute to improving IT Service Management?

- A. By identifying the major technology components, infrastructure, people and processes that underpin the end-to-end delivery of service
- B. By preventing interruptions to IT services as well as recovering services after an interruption occurs
- C. By planning and monitoring the job scheduling process according to the requirements in the Operational Level Agreements (OLAs)
- D. By planning the implementation of business requirements for IT Services so they are in place when the business needs them

Answer: D

Question: 3

Which Service Management Function (SMF) needs to ensure that efficient incident detection and recovery tools and processes are in place to handle any service outages that do occur?

- A. Availability Management
- B. Release Management
- C. Service Desk
- D. System Administration

Answer: A

Question: 4

Which Role Cluster has a portfolio of business-aligned IT services as a quality goal?

- A. Operations
- B. Partner
- C. Service
- D. Support

Answer: C

Question: 5

Which Service Management Function deals with the day-to-day activities and tasks related to maintaining and adjusting the IT security infrastructure?

- A. Availability Management
- B. Security Administration
- C. Security Management
- D. System Administration

Answer: B