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Answer: C

QUESTION: 36

For an organisation implementing the ITIL IT Service Management processes which of the following statements is most accurate?

- A. The full benefits will only be realised if all IT staff are fully qualified in IT Service Management.
- B. The full benefits will only be realised if Incident & Problem Management processes are implemented first.
- C. The full benefits will only be realised if the business requirements are first ascertained and then the processes are implemented in an integrated way.
- D. The full benefits will only be realised if regular reviews are undertaken with customers.

Answer: C

QUESTION: 37

Which of the following would NOT be a performance measurement for the Service Level Management function?

- A. What percentage of services are covered by SLAs?
- B. Are service review meetings held on time and correctly minuted?
- C. Are customer perceptions of service improving?
- D. How many services are included within the CMDB?

Answer: D

QUESTION: 38

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

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

Answer: A

QUESTION: 39

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 organisation'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: 40

Which of the following metrics would you most associate with the Service Desk?

- A. The number of high priority incidents occurring
- B. The support team which resolves the greatest number of problems
- C. The number of problems solved in a day
- D. The mean time between failure

Answer: A

QUESTION: 41

Potential benefits from managing IT Service Continuity are:

1. Lower insurance premiums
2. Fulfilment of mandatory or regulatory requirements
3. Reduced business disruption in the event of a disaster
4. Better management of risk and the consequent reduction of the impact of failure

- A. 2 and 4
- B. 2, 3 and 4
- C. All of them
- D. 1, 2 and 4

Answer: C

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