DUMPS ARENA

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Version Demo

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QUESTION NO: 1

What is the BEST definition of a definitive media library?

A. It is a secure library in which the latest versions of authorized software items are stored and protected.

B. It is a structured document with definitive information regarding all live IT services, including those available for deployment.

C. It is a secure library in which all definitive authorized versions of all media configuration items are stored and protected.

D. It is a set of tools and databases that is used to manage knowledge, information and data.

ANSWER: C

Explanation:

A Definitive Media Library is a secure Information Technology repository in which an organization's definitive, authorized versions of software media are stored and protected. Before an organization releases any new or changed application software into its operational environment, any such software should be fully tested and quality assured. Reference: https://en.wikipedia.org/wiki/Definitive_Media_Library

QUESTION NO: 2

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

ANSWER: D

QUESTION NO: 3

Which process will regularly anal0yse incident data to identify discernible trends?

A. Service level management

B. Problem management

C. Change management

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D. Event management

<div>
ANSWER: B
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QUESTION NO: 4

Which statement about Service Level Agreements (SLAs) is CORRECT?

A. They must contain legal wording because of their importance

B. There should always be a separate SLA for each specific customer

C. The wording must be clear and concise to allow no room for ambiguity

D. Changes to the SLA can only be requested by the customer

<div>
ANSWER: C
</div>

QUESTION NO: 5

In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated

B. Measures for optimization are identified

C. Service value is modeled

D. Service value is visible to customers

<div>
ANSWER: D
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QUESTION NO: 6

Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

A. People, Products, Partners, Profit

B. People, Process, Products, Partners

C. Potential, Preparation, Performance, Profit

D. People, Potential, Products, Performance

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ANSWER: B

QUESTION NO: 7

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

A. Profit

B. Preparation

C. Products

D. Potential

ANSWER: C

QUESTION NO: 8

Which one of the following answers shows two of the activities relating to tools that will take place during the transition stage of the service lifecycle?

A. Testing the tool and training process managers on using the process

B. Development or purchase of tools and deployment of the tools

C. Training tool administrators how to manage tools and monitoring tool performance in operational environment

D. Development or purchase of tools and deployment of the process

ANSWER: A D

QUESTION NO: 9

Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management

B. Change management, capacity management event management, service request management

C. Service level management, service portfolio management, service asset and configuration management

D. Service asset and configuration management, release and deployment management, request fulfillment

ANSWER: A

QUESTION NO: 10

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

A. Service level management

B. Service catalogue management

C. Demand management

D. Service transition

ANSWER: B

QUESTION NO: 11

Which of the following items would commonly be on the agenda for a change advisory board (CAB)?

1. Details of failed changes

2. Updates to the change schedule

3. Reviews of completed changes

A. All of the above

B. 1 and 2only

C. 2 and 3 only

D. 1 and 3 only

ANSWER: A