

1. What are the basic characteristics of service (list at least 3 of them)?

- **Intangibility** (*nehmotnost* – služby nemají hmotnou (fyzickou) podstatu)

Services are **intangible** and **insubstantial**: they cannot be touched, gripped, handled, looked at, smelled, tasted.

- **Inventory (Perishability)** - *neskladovatelnost* – služby nelze vyrábět do zásoby)

Services have little or no tangible components and therefore cannot be stored for a future use. Services are produced and consumed during the same period of time.

- **Inseparability** (*nedělitelnost* – poskytnuté služby nelze nijak dělit)

The service provider is indispensable for service delivery as he must promptly generate and render the service to the requesting service consumer. In many cases the service delivery is executed automatically but the service provider must preparatorily assign resources and systems and actively keep up appropriate service delivery readiness and capabilities.

- **Inconsistency (Variability)** - *proměnlivost* – závisí na tom, kdo, kdy a kde je poskytuje)

Each service is unique. It is one-time generated, rendered and consumed and can never be exactly repeated as the point in time, location, circumstances, conditions, current configurations and/or assigned resources are different for the next delivery, even if the same service consumer requests the same service. Many services are regarded as heterogeneous or lacking homogeneity and are typically modified for each **service consumer** or each new situation (consumerised).

- **Involvement** (*nemožnost vlastnictví* – zákazník vlastní pouze právo na poskytnutí služby)

One of the most important characteristics of services is the participation of the customer in the service delivery process. A customer has the opportunity to get the services modified according to specific requirement.

2. Social engineering is

- A. The science of social behavior university students
- B. The science of measurable parameters of Sociology
- C. **The method of spying sensitive information from users**
- D. The method of teaching IT specialists

3. Outsourcing is:

- A. **Contract that moves responsibilities about certain functional area to external resources**
- B. **Delegation of some activities to specialized organization**
- C. **Subject is handovering all responsibility about some business activity to external resource**
- D. Hiring of programmers in India

4. Authentication is:

- A. Verification of the authorized person

- B. Verification of user identity
- C. It is a term equal to Authorization
- D. It's authorization of unidentified person

5. Once the security incident occurred, it's correct to:

- A. Create a record containing all information about regarding the incident
- B. Immediately contact persons or companies suspected of causing the incident
- C. Return attack the attacker (the System)
- D. Immediately clean and restore the system and bring it back to operational status

6. RAID 1 is:

- A. Risk Access ID, prioritize access number 1 in the case of risk situations
- B. Technology using the block-level stripping
- C. Technology using mirroring
- D. Technology using parity disk

7. NAS is:

- A. Network Attached Storage
- B. More advanced technology SAN
- C. The operating system used by Cisco routers
- D. Device for asynchronous hardware encryption

8. List at least three types of potential attacks on computer systems. One of the selected type of attack describe in detail:

- An attack can be *active* or *passive*.

An "active attack" attempts to alter system resources or affect their operation.

A "*passive attack*" attempts to learn or make use of information from the system but does not affect system resources. (E.g., see: [wiretapping](#).)

- An attack can be perpetrated by an *insider* or from *outside* the organization;

An "inside attack" is an attack initiated by an entity inside the security perimeter (an "insider"), i.e., an entity that is authorized to access system resources but uses them in a way not approved by those who granted the authorization.

An "outside attack" is initiated from outside the perimeter, by an unauthorized or illegitimate user of the system (an "outsider"). In the Internet, potential outside attackers range from amateur pranksters to organized criminals, international terrorists, and hostile governments.

- Physical and logical
- Unauthorized access
- Damage
- Theft
- Unintentional injury
- Damage by fire or natural disaster

9. Transaction is:

- A. The smallest unit of work
- B. Atomic
- C. Consistent
- D. Isolated

(* and durable)

Atomic - Either all of the operations in the transaction succeed or none of the operations persist.

Consistent - If the data are consistent before the transaction begins, then they will be consistent after the transaction finishes.

Isolated - The effects of a transaction that is in progress are hidden from all other transactions.

Durable - When a transaction finishes, its results are persistent and will survive a system crash.

10. What is a cluster and what types you know:

Clusters are groups of similar components that work together to service client requests.

A cluster is a parallel or distributed computing system made up of many discrete hosts that form a single, unified computing resource.

High-availability clusters (to ensure continuity of service regardless)

Load-Balancing (for load balancing between multiple nodes)

Computational clusters (to obtain high performance computing)

Cluster on applicational level / Clusters on OS level

11. Which activities are not a part of Asset Management:

- A. Inventory reconciliations—>?
- B. SW licence management
- C. Server monitoring

D. Stock Management —>?

12. What kind of questions would you ask in case you get a call from customer that his/her network does not work?

What type of network do you mean: local network or internet network?

If the problem is in internet, I will continue to ask the following questions:

- What is your address, please?
- For how long hasn't the Internet been working?
- How are you connected to internet: directly (wifi) or through additional equipment (router)?
- What is the code of error message? Is there a link?
- Was there a power outage recently?
- What IPv4 arrives to network card?
- Is there any visual damage to the cable?

13. Main tools used for process revalidation (not only) in CF/AM are:

- A. Customer audit
- B. Internal audit
- C. Metrics defined in processes
- D. SLA - Service Level Management

14. Describe the hardware needed to implement Mainframe solution:

A large server collection that includes transaction servers, database servers, e-mail servers and Web servers. Very large collections of servers are sometimes called *server farms* (in fact, some data centers cover areas measured in **acres**). The hardware required to perform a server function can range from little more than a cluster of rack-mounted personal computers to the most powerful mainframes manufactured today.

15. What are the basic communication channels for Helpdesk?

- A. Call
- B. Email
- C. Web tool
- D. Chat

16. Specify at least 3 basic KPIs for Helpdesk:

Key Performance Indicators (KPI's) are quantifiable measurements, agreed to beforehand, that reflect the critical success factors of a process.

AVERAGE SPEED OF ANSWER

This measures how quickly the CSC Agent answers the phone. It is usually measure in seconds [10, 30, 60 etc].

SERVICE LEVEL

The Service Level is usually closely linked to the ASA as this measures the percentage of all calls that are answered within the defined ASA. If the Service Level is listed as 90%, this means that 90% of all call need to be answered within the ASA target [10, 30, 60 etc].

ABANDONMENT RATE

The Abandonment Rate measures the percentage of calls, where the customer hangs up before he/she reaches a Customer Service representative. Customers handing up is

usually indicative of long wait times. Typical Abandonment rates are 2%, 5%, 10%. It is very rare to see Abandonment Rate targets that are higher than this.

FIX RATE

There are several different Fix Rate calculation mechanisms. However, all of these measures are designed to calculate the percentage of calls resolved by the Customer Service Representatives. IBM's goal is to resolve as many calls as possible through the Customer Service Representatives as this is the most efficient means of handling customer queries.

CUSTOMER SATISFACTION

On most accounts, the customers will be polled to measure their satisfaction with the service provided. This can be done in an automated fashion through a tool [Like IBM's CSSR] or alternatively through a phone call to the customer.

17. What kind of tools are necessary for supporting the Helpdesk activities? Specify only the basic categories:

Staffing module

The Staffing Module can be a complex tool which is integrated into the phone system and extracts data on a real time basis. The Staffing Module will be responsible for items such as scheduling, vacation management, break management and training scheduling.

Telephony module: Line monitor, Call quality monitor, AVAYA

Customer-focused. the quality of each and every call is of utmost importance to the Management. Therefore, it is commonplace to deploy a system which can record a sample of the calls received by the centre. These are then evaluated against a set of standards and the individual CSR may receive coaching, as required.

Call handling module: Ticketing, Knowledge base

Once a CSR has received a call, he/she is required to document all customer interactions in a ticketing system. It is important for the agent to carefully gather some basic information about the customer's issue as these are essential for swift problem resolution. Furthermore, should the CSR be unable to resolve the query, the information will be passed electronically (through the ticketing system) to another group. These details will be required by this group also so they need to be clearly documented in the ticket. In order to help the CSR with the resolution of the problem, he/she will use a knowledge base of information. These can be web or Lotus Notes based tools. By asking the customer clear problem determination questions and using this information to query the database, the CSR will be able to find detailed, step-by-step instructions to resolve the customer's problem.

Reporting module

A CSC operation is measured against a number of key targets (ASA, Service Level, Abandonment Rate, First Call Resolution and Customer Satisfaction). While the exact nature of the targets may vary from account to account, the requirement to produce performance reports at regular intervals does not. CSC Operations often deploy automated tools to produce the required customer reports. This can include a automated survey tool which sends an electronic survey to customers and tabulates the responses or web based solutions that report on the performance of the account versus telephony metrics (ASA, Service Level and Abandonment Rate). Given the volume of work handled

by CSC Operations, it is important to automate as much of the reporting as possible as manual report generation is both time consuming and prone to error.

18. Which activities are not a part of Asset Management:

- A. Inventory reconciliations—>?
- B. SW licence management
- C. Server monitoring
- D. Stock Management—>?

19. Main tools used for process revalidation (not only) in CF/AM are:

- A. Customer audit
- B. Internal audit
- C. Metrics defined in processes
- D. SLA - Service Level Management

20. What are the main activities of CSO:

- A. Service Management
- B. Monitoring
- C. Reporting
- D. Stock Management

21. In two sentences, what key function does Service Management drive, that is key to a successful relationship with a client?

Service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

22. What is the overall business value of a strong Service team?

Customer satisfaction

23. In your view what skills are required to work in such an organization (SM)?

Good knowledge base related to the business area

Technology skills

Interpersonal skills

Organizational skills

Manager skills

Teamwork skills

24. Main processes used (not only) in CSO are:

- A. Problem Management (*CSO)
- B. Change management
- C. Availability Management
- D. Major Incident Management (*CSO)

25. Brief description how to setup processes of IT organization (based on ITIL)

PDCA model

Plan —> Do —> Check —> Act

26. ITIL is not:

- A. De-facto internationality recognized standard → ?
- B. Customer oriented
- C. Platform independent
- D. EU legal standard

27. What is not process in ITIL?

- A. Problem management
- B. Capacity Management
- C. Help Desk
- D. Financial Management for IT Services

28. IDC is the essence of standardization of services and technologies supplied by the defined competencies, located at a centralized location. Briefly characterize the nature of the standardization and centralization, and indicate what are expected results of their application:

29. Which of the below are types of Cloud Deployment models:

- A. Private Cloud
- B. Public Cloud
- C. Hybrid Cloud
- D. All the above

30. Which characteristic does not correspond to Cloud:

- A. On demand Self Service
- B. Flexible price - Pay as you consume
- C. Dedicated resources - No resource pooling
- D. Rapid Elasticity

<http://www.thoughtsoncloud.com/2014/01/cloud-computing-defined-characteristics-service-levels/>

31. What is role CMDB (Configuration Management DB)

A Configuration management database (CMDB) is a repository that is designed to store many of the components of an information system. A CMDB contains data describing managed resources like computer systems and application software and/or process artifacts like incident, problem and change records, and the relationships among these entities. In the context of ITIL (Information Technology Infrastructure Library <http://www.itil-officialsite.com/home/home.asp>), a CMDB represents the authorized configuration of the significant components of the IT environment. A key goal of CMDB is to help an organization understand the relationships between different components and track their configuration. The CMDB is a fundamental component of the ITIL framework's Configuration Management process. CMDB implementations may integrate with change management, knowledge management and/or authorization.

1) Which of the following statements is INCORRECT?

The Service Owner:

- A. Is responsible for the day-to-day monitoring and operation of the service they own
- B. Is responsible for continual improvement and the management of change affecting the service they own
- C. Is a primary stakeholder in all of the underlying IT processes which support the service they own
- D. Is accountable for a specific service within an organization

2) Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

- 1. Assessing the impact and cause of Incidents and Problems
 - 2. Assessing the impact of proposed Changes
 - 3. Planning and designing a Change to an existing service
 - 4. Planning a technology refresh or software upgrade
- A. 1 and 2 only
 - B. All of the above
 - C. 1, 2 and 4 only
 - D. 1, 3 and 4 only

3) Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management

4) Major Incidents require:

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

5) Which role or function is responsible for monitoring activities and events in the IT Infrastructure?

- A. Service Level Management
- B. IT Operations Management
- C. Capacity Management
- D. Incident Management

6) What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
- D. Technology, process and service

7) Which of the following is NOT a valid objective of Problem Management?

- A. To prevent Problems and their resultant Incidents
- B. To manage Problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring Incidents

8) Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

9) Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

10) Which of the following are types of communication you could expect the functions within Service Operation to perform?

- 1. Communication between Data Centre shifts
- 2. Communication related to changes
- 3. Performance reporting
- 4. Routine operational communication

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

11) How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

12) What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the Service Provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

13) Which of the following is the BEST definition of the term Service Management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

14) Which of the following is NOT a characteristic of a process?

- A. It is measurable
- B. Delivers specific results
- C. Responds to specific events
- D. A method of structuring an organization

15) Which of the following would be defined as part of every process?

- 1. Roles

- 2. Activities
- 3. Functions
- 4. Responsibilities
- A. 1 and 3 only
- B. All of the above
- C. 2 and 4 only
- D. 1, 2 and 4 only

16) Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
- 2. It defines activities that are executed by a single function
- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

17) What is the BEST description of the purpose of Service Operation?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT Services at agreed levels to business users and customers

18) Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

19) Which of the following do Service Metrics measure?

- A. Processes and functions
- B. Maturity and cost
- C. The end to end service

D. Infrastructure availability

20) What is the BEST description of a Major Incident?

A. An Incident that is so complex that it requires root cause analysis before a workaround can be found

B. An Incident which requires a large number of people to resolve

C. An Incident logged by a senior manager

D. An Incident which has a high priority or high impact on the business

21) Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?

A. Service Strategy

B. Service Transition

C. Service Operation

D. Continual Service Improvement

22) Which Functions are included in IT Operations Management?

A. Network Management and Application Management

B. Technical Management and Change Management

C. IT Operations Control and Facilities Management

D. Facilities Management and Release Management

23) What is the Service Pipeline?

A. All services that are at a conceptual or development stage

B. All services except those that have been retired

C. All services that are contained within the Service Level Agreement (SLA)

D. All complex multi-user services

24) Defining the processes needed to operate a new service is part of:

A. Service Design: Design the processes

B. Service Strategy: Develop the offerings

C. Service Transition: Plan and prepare for deployment

D. Service Operation: IT Operations Management

25) Which of these are objectives of Service Level Management

- 1: Defining, documenting and agreeing the level of IT Services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4: Identifying possible future markets that the Service Provider could operate in

- A. 1, 2 and 3 only
- B. 1 and 2 only
- C. 1, 2 and 4 only
- D. All of the above

26) Which process is responsible for managing relationships with vendors?

- A. Change Management
- B. Service Portfolio Management
- C. Supplier Management
- D. Continual Service Improvement

27) Data used to support the capacity management process should be stored in:

- A. A configuration management database (CMDB)
- B. A capacity database (CDB)
- C. A configuration management system (CMS)
- D. A capacity management information system (CMIS)

28) Who is responsible for defining Key Performance Indicators (KPIs) for Change Management?

- A. The Change Management Process Owner
- B. The Change Advisory Board (CAB)
- C. The Service Owner
- D. The Continual Service Improvement Manager

29) 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

30) Which of the following is NOT a Service Desk type recognized in the Service Operation volume of ITIL?

A. Local

B. Centralised

C. Holistic

D. Virtual

31) Match the following activities with the Deming Cycle stages

1. Monitor, Measure and Review

2. Continual Improvement

3. Implement Initiatives

4. Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act

B. 3 Plan, 2 Do, 4 Check, 1 Act

C. 4 Plan, 3 Do, 1 Check, 2 Act

D. 2 Plan, 3 Do, 4 Check, 1 Act

32) Contracts are used to define:

A. The provision of IT services or business services by a Service Provider

B. The provision of goods and services by Suppliers

C. Service Levels that have been agreed between the Service Provider and their Customer

D. Metrics and Critical Success Factors (CSFs) in an external agreement

33) What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?

2. Where are we now?

3. Where do we want to be?

4. How do we get there?

5. Did we get there?

6. ?

- A. What is the Return On Investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the Value On Investment (VOI)?

34) 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 Fulfilment

35) Which of the following options is a hierarchy that is used in Knowledge Management?

- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

36) Within Service Design, what is the key output handed over to Service Transition?

- A. Measurement, methods and metrics
- B. Service Design Package
- C. Service Portfolio Design
- D. Process definitions

37) Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorization for a particular type of change.
- C. A role, person or a group of people that provides formal authorization for a particular type of change.

D. The Change Manager who provides formal authorization for each change

38) Which of these statements about Resources and Capabilities is CORRECT?

A. Resources are types of Service Asset and Capabilities are not

B. Resources and Capabilities are both types of Service Asset

C. Capabilities are types of Service Asset and Resources are not

D. Neither Capabilities nor Resources are types of Service Asset

39) Which of these is the correct set of steps for the Continual Service Improvement Model?

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?

40) Which of the following is NOT one of the five individual aspects of Service Design?

A. The design of the Service Portfolio, including the Service Catalogue

B. The design of new or changed services

C. The design of Market Spaces

D. The design of the technology architecture and management systems

41) Which of the following statements is INCORRECT?

The Service Owner:

A. Is responsible for the day-to-day monitoring and operation of the service they own

B. Is responsible for continual improvement and the management of change affecting the service they own

C. Is a primary stakeholder in all of the underlying IT processes which support the service they own

D. Is accountable for a specific service within an organization

42) A Process Owner has been identified with an "I" in a RACI matrix. Which of the following would be expected of them?

- A. Tell others about the progress of an activity
- B. Perform an activity
- C. Be kept up to date on the progress of an activity
- D. Manage an activity

43) Which of the following is MOST concerned with the design of new or changed services?

- A. Change Management
- B. Service Transition
- C. Service Strategy
- D. Service Design

44) Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

45) Which of the following BEST describes the goal of Access Management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent Problems and resulting Incidents from happening
- D. To detect security events and make sense of them

46) Which of the following is an objective of Release and Deployment Management?

- A. To standardize methods and procedures used for efficient and prompt handling of all Changes
- B. To ensure all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- C. To ensure that overall business risk of Change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

47) Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

48) In terms of adding value to the business, which 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 modelled
- D. Service value is actually seen by customers

49) A consultant has made two recommendations to you in a report:

1. To include legal terminology in your Service Level Agreements(SLAs)
2. It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

50) Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

- A. Remediation Planning
- B. Categorization
- C. Prioritization
- D. Review and Close

51) Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

- A. Describes the topography of the hardware

- B. Describes how the Configuration Items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

52) Which of the following would a Major Problem Review examine?

- 1. Things that were done correctly
 - 2. Those 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
 - C. 1, 2 and 4 only
 - D. All of the above

53) Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

54) Which process will regularly analyze incident data to identify discernible trends?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

55) Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

- A. Availability Management
- B. Demand Management
- C. Financial Management
- D. Service Level Management

56) As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types?

1. An internal service provider embedded within a business unit
 2. An internal service provider that provides shared IT services
 3. An external service provider
- A. All of the above
- B. 1 and 2 only
- C. 1 and 3 only
- D. 2 and 3 only

57) Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

58) Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

59) Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyse Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

60) Which of the following Availability Management activities are considered to be proactive as opposed to reactive?

1. Risk assessment
 2. Testing of resilience mechanisms
 3. Monitoring of component availability
- A. All of the above
- B. 1 and 2 only
- C. 1 and 3 only
- D. 2 and 3 only

61) Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Customer satisfaction
- C. Total Cost of Ownership (TCO)
- D. Key Performance Indicators (KPIs)

62) Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan
- B. Do
- C. Check
- D. Act