1、Which role is responsible for carrying out the activities of a process?
下列哪个角色负责执行进程活动？

A. Process owner 过程所有者

B. Change manager 变更经理

C. Service manager 服务经理

D. Process practitioner 过程执行者

D

2、Which process or function is responsible for monitoring activities and events in the IT infrastructure? 在 IT 基础架构中 下列哪个进程或职能是负责监控活动和事件的？

A. Service level management 服务级别管理

B. IT operations management IT 运营管理

C. Capacity management 能力管理

D. Incident management 事故管理

B

3、Which of the following options is a hierarchy that is used in knowledge management? 下列哪个选项是用于知识管理的一个**层级**？

A. Wisdom - Information - Data – Knowledge 智慧 - 信息 - 数据 - 知识

B. Data - Information - Knowledge – Wisdom 数据 - 信息 - 知识 - 智慧

C. Knowledge - Wisdom - Information – Data 知识 - 智慧 - 信息 - 数据

D. Information - Data - Knowledge – Wisdom 信息 - 数据 - 知识 - 智慧

B

4、At which stage of the service lifecycle should the processes necessary to operate a new service be defined? 在服务生命周期中的哪个阶段来定义执行新服务的必要流程？

A. Service design: Design the processes 服务设计：设计流程

B. Service strategy: Develop the offerings 服务策略：开发产品

C. Service transition: Plan and prepare for deployment 服务转型：计划和准备部署

D. Service operation: IT operations management 服务执行： IT 运维管理

答案：A

5 Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge? 与专有知识相比，为什么公共框架较有吸引力，如 ITIL？

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented 专有知识可能很难采用，复制或转移，因为它往往是无证

B. Public frameworks are always cheaper to adopt 采用公共框架总是更便宜

C. Public frameworks are prescriptive and tell you exactly what to do 公共框架是指令性的，并准确地告诉你该怎么做

D. Proprietary knowledge has been tested in a wide range of environments 专有知识已在各种环境中进行了测试

答案：A

6、Which of the following is an objective of business relationship management?
下列哪项是企业关系管理的目的？

A.To identify patterns of business activity 确定业务活动的模式

B. To ensure high levels of customer satisfaction 为保证高水平的客户满意度

C. To secure funding to manage the provision of services 保障服务管理资金

D. To ensure strategic plans for IT services exist 为现有 IT 服务确保战略规划

答案：B

7、The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps? IT 服务的设计要求有效地利用"四个 P"。什么是"四个 P"？

A. People, process, partners, performance 人，流程，合作伙伴，表现

B. Performance, process, products, plans 表现，流程，产品，计划

C. People, process, products, partners 人，流程，产品，合作伙伴

D. People, products, plans, partners 人，产品，计划，合作伙伴

答案：C

8、Which of the following BEST describes service strategies value to the business? 以下哪项最能形容的业务服务战略价值？

A. Allows higher volumes of successful change 允许更多的成功变革

B. Reduction in unplanned costs through optimized handling of service outages
通过服务中断的优化处理减少意外成本

C. Reduction in the duration and frequency of service outages 减少服务中断的持续时间和频率

D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful 促进服务供应商充分理解什么级别的服务水平能使客户满意。

答案：D

9 Which two processes will contribute MOST to enabling effective problem detection? 哪两个流程最有助于实现有效地检测问题？

A. Incident and financial management 事故和财务管理

B. Change and release and deployment management 变更、发布和部署管理

C. Incident and event management 事故和事件管理

D. Knowledge and service level management 知识和服务级别管理

答案：C

10．Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

对于一个机构，重大变更涉及巨额成本和高风险，下列哪一项被用来传达高级别变更的说明？

A. Change proposal 变更提案

B. Change policy 变更政策

C. Service request 服务要求

D. Risk register 风险登记

答案：A

11、Which of the following should be documented in an incident model?

以下哪一项应记录在一个事件模型中？

1. Details of the service level agreement (SLA) pertaining to the incident 与服务水平协议细节（SLA）有关的事件

2. Chronological order of steps to resolve the incident 解决的事件的先后步骤

A. 1 only 仅 1

B. 2 only 仅 2

C. Both of the above 1 和 2

D. Neither of the above 都不对

答案：B

12 Why is it important for service providers to understand patterns of business activity (PBA)? 为什么服务提供商了解业务活动（ PBA ）的模式很重要？

A.PBA are based on organizational roles and responsibilities PBA 是基于组织角色和职责的

B. IT service providers CANNOT schedule changes until they understand PBA IT 服务供应商明白 PBA 才能安排的变更

C. Demand for the services delivered by service providers are directly influenced by PBA 服务有供应商提供， PBA 直接影响服务需求

D. Understanding PBA is the only way to enable accurate service level reporting 了解 PBA 是以实现服务水平报告精确化的唯一的途径

答案：C

13 、Which one of the following would NOT be defined as part of every process?
下列哪一个不会被定义为进程的共有部分？

A. Roles 角色

B. Inputs and outputs 输入和输出

C. Functions 职能

D. Metrics 指标

答案：C

14、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?
对于正在运行或正准备在现场环境中运行的服务，下列哪个进程负责记录当前服务的详细信息，状态，接口和所有的依存关系？

A. Service level management 服务级别管理

B. Service catalogue management 服务目录管理

C. Demand management 需求管理

D. Service transition 服务转型

答案：B

15 A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?
在 RACI 中， 进程所有者被定义为 "I"， 下列哪一个是 "I"？

A. Be accountable for the outcome of an activity 为活动的结果承担责任

B. Perform an activity 执行活动

C. Be kept up-to-date on the progress of an activity 了最活动的最新进展

D. Manage an activity 管理活动

答案：C

16 Which of the following are objectives of service level management?
服务级别管理的目标是？

1 ：Defining, documenting and agreeing the level of FT services to be provided 定义，记录和商定所提供服务的 FT 水平

2 ：Monitoring, measuring and reporting the actual level of services provided 监控，测量

和报告所提供服务的实际水平

3：Monitoring and improving customer satisfaction 监测和提高客户满意度

4：Identifying possible future markets that the service provider could operate in 确定可能出现的服务提供商可以运营的未来市场；

A. 1, 2 and 3 only　　1，2 和 3
B. 1 and 2 only　　　仅1和2
C. 1, 2 and 4 only　　1，2 和 4
D. All of the above　　以上皆是
答案：A

17　Which one of the following do technology metrics measure?

下列哪项是 技术测量指标？

A. Components　　组件
B. Processes　　　进程
C. The end-to-end service　终端-到-终端 服务
D. Customer satisfaction　　客户满意度
答案：A

18　Which process includes business, service and component sub-processes?

哪个进程包括业务，服务和组件子进程？

A. Capacity management　能力管理
B. Incident management　事件管理
C. Service level management　服务级别管理
D. Financial management　财务管理
答案：A

19 Which one of the following is NOT part of the service design stage of the service lifecycle? 下列哪一项不是服务生命周期的服务设计阶段的一部分？

A. Designing and maintaining all necessary service transition packages
设计和维护所有必要的服务转换套件

B. Producing quality, secure and resilient designs for new or improved services
生产优质，安全，有弹性设计的新的或改进的服务

C. Taking service strategies and ensuring they are reflected in the service design processes and theservice designs that are produced
以服务战略，并确保它们反映在服务的设计过程和生产服务的设计中

D. Measuring the effectiveness and efficiency of service design and the supporting processes　测量的服务设计和支持过程的有效性和效率
答案：A

20　What is the result of carrying out an activity, following a process or delivering an IT service known as?

开展一项活动——进程或 IT 服务，结果是什么，？

A. Outcome　　　成果
B. Incident　　　事件
C. Change　　　变更
D. Problem　　　问题
答案：A

21　Which process is responsible for managing relationships with vendors?

下列哪项进程负责管理供应商关系？

A. Change management　　　　　变更管理

B. Service portfolio management　　服务组合管理

C. Supplier management　　　　供应商管理

D. Continual service improvement　持续服务改进

答案：C

22　Which of the following service desk organizational structures are described in service operation? 以下哪项服务台的组织结构在运营服务中？

1 。 Local service desk 本地服务台

2 。 Virtual service desk 虚拟服务台

3 。 IT help desk　IT 帮助台

4 。 **Follow the sun　跟随太阳?**

A.　1, 2 and 4 only　　仅 1，2 和 4

B.　2 ,3 and 4 only　　仅 2，3 和 4

C.　1, 3 and 4 only　　仅 1，3 和 4

D. 1, 2 and 3 only　　仅 1，2 和 3

答案：A

23　What are the categories of event described in the UIL service operation book?
　　在 UIL 服务操作手册中描述了什么类别的事件？

A. Informational, scheduled, normal　　信息性事件，计划事件，正常事件

B. Scheduled, unscheduled, emergency　 计划事件，非计划事件，紧急事件

C. Informational, warning, exception　　信息性事件，警告，异常

D. Warning, reactive, proactive　　　　警告，被动事件，主动事件

答案：C

24　What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

对服务管理的活动，目标，资源和交付有兴趣的人称为什么？

A. Employers　　用人单位

B. Stakeholders　 利益相关者

C. Regulators　　监管部门

D. Accreditors　　　认证机构？

答案：B

25　Which of the following are the MAIN objectives of incident management?
　　下列哪项是事件管理的主要目标？

1 。To automatically detect service-affecting events 自动检测影响服务的事件

2 。To restore normal service operation as quickly as possible 为了尽快恢复正常服务运作

3 。To minimize adverse impacts on business operations
　　为了尽量减少对业务经营的不利影响

A. 1 and 2 only　　仅 1 和 2

B，2 and 3 only　　仅 2 和 3

C. 1 and 3 only　　仅 1 和 3

D. All of the above　以上皆是

答案：B

26 What is the name of the group that should review changes that must be implemented faster than the normal change process?

需比正常进程更快速地执行的变更由什么组织来审查？

A. Technical management　　　　　　技术管理

B. Emergency change advisory board　紧急变更咨询委员会

C. Urgent change board　　　　　　　紧急变委员会

D. Urgent change authority　　　　　　迫切改变权限

答案：B

27 Which of the following is NOT an objective of service transition?

　　下列哪一项不是服务转型的目标？

A.　To ensure that a service can be operated, managed and supported
　　为确保服务可以执行，管理和支持

B. To provide training and certification in project management 为项目管理提供培训和认证

C. To provide quality knowledge and information about services and service assets
　为客户提供优质的知识和有关服务和服务资产的信息

D.　plan and manage the capacity and resource requirements to manage a release
　　管控管理一个版本所需的能力和资源

答案：B

28 Which of the following types of service should be included in the scope of service portfolio management? 下列哪些项包含在服务组合管理范围内？

1. Those planned to be delivered　计划交付的

2. Those being delivered　　　　　　正在交付的

3. Those that have been withdrawn from service　已经退出服务的

A. 1 and 3 only　　　　1和3

B. All of the above　　全部

C. 1 and 2 only　　　　1和2

D. 2 and 3 only　　　　2和3

答案：B

29：The BEST description of an incident is:

　　　事故的最佳描述是：

A.　An unplanned disruption of service unless there is a backup to that service
　　除有候补服务外的意外服务中断

B.　An unplanned interruption to service or a reduction in the quality of service
　　服务的意外中断或服务质量下降

C.　Any disruption to service whether planned or unplanned
　　任何服务中断，包含计划内或计划外的

D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not 任何报告给服务台的中断服务，无论该服务是否是受影响

答案：B

30．Which one of the following is the CORRECT set of steps for the continual service improvement approach?

下列哪一组是持续改善服务的正确步骤？

A. Devise a strategy; Design the solution; Transition into production; Operate the solution;

Continually Improve 制定战略；设计解决方案;过渡到生产；执行解决方案;不断改善；

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? 我们想要在哪里?,如何到达？怎样检查我们到达与否？如何保持势头？

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 确定所需的业务成果，计划如何实现的成果;实施计划;检查计划已正确实施，完善解决方案

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?愿景是什么？;我们现在在哪里；？我们想去哪里？我们如何到达那里；？我们如何保持这种势头？

答案：D

31 When can a known error record be raised?

何时可以提出已知错误的记录？

1 。At any time it would be useful to do so   任何这样做是有益的时候

2 。After a workaround has been found   后一种解决方法已被发现的时候

A： 2

B. 1

C. Neither of the above 都不是

D. Both of the above 都是

答案：D

32 What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

现有的什么机构可支持：变更授权**及**协助评估和修改优先级方面的变更管理？

A. The change authorization board   变更授权委员会
B. The change advisory board   变更顾问委员会
C. The change implementer   变更实施者
D. The change manager   变更经理

答案：B

33 Which process is responsible for discussing reports with customers showing whether services have mettheir targets?

哪个进程是负责与客户讨论和报告，服务是否已达到目标？

A. Continual service improvement   持续服务改进
B. Service level management   变更管理
C. service level management   服务级别管理
D. Availability management   可用性管理

答案：C

34 What do customer perceptions and business outcomes help to define?

客户感知和业务成果有助于确定什么？

A. The value of a service   服务的价值
B. Governance   管理
C. total cost of ownership (TCO)   持有总成本（TCO）
D. Key performance indicators (KPIs)   关键绩效指标（KPI ）

答案：A

35   Which of the following are basic concepts used in access management?

下列哪项是访问管理使用的基本概念？

A.   Personnel, electronic, network, emergency, identity

人员，电子，网络，紧急事件，身份

B. Rights, access, identity, directory services, service/service components

权利，访问，身份，服务目录，服务/服务组件

C. Physical, personnel, network, emergency, service

物理，人员，网络，紧急事件，服务

D.   Normal, temporary, emergency, personal, group

正常事件，临时事件，紧急事件，个人，团体

答案：B

36   Which of these statements about resources and capabilities is CORRECT?

关于资源和能力的陈述那些是正确的？

A.   Resources are types of service asset and capabilities are not

资源是服务资产，能力不是

B.   Resources and capabilities are both types of service asset

资源和能力都是服务资产

C.   Capabilities are types of service asset and resources are not

能力是服务资产，资源不是

D.   Neither capabilities nor resources are types of service asset

能力和资源都不是服务资产

答案：B

37   Within service design, what is the key output handed over to service transition?

对于服务设计，什么是移交给服务转型的关键输出？

A. Measurement, methods and metrics   测量，方法和指标

B. Service design package   服务设计包

C. Service portfolio design   服务组合设计

D. Process definitions   流程定义

答案：B

38   What should a service always deliver to customers?

服务者应始终提供给客户的是什么？

A. Applications   用途

B. Infrastructure   基础设施

C. Value   价值

D. Resources   资源

答案：C

39 Which process is responsible for the availability, confidentiality and integrity of data?

哪项进程对数据的可用性，机密性和完整性负责？

A. Service catalogue management   服务目录管理

B. Service asset and configuration management 服务资产和配置管理

C. Change management   变更管理

D. Information security management   信息安全管理

答案：D

40 Availability management is directly responsible for the availability of which of the

following?

可用性管理是直接负责下列哪一项的可用性？

A. IT services and components IT 服务和部件

B. IT services and business processes IT 服务和业务流程

C. Components and business processes 组件和业务流程

D. IT services, components and business processes IT 服务，组件和业务流程

答案：A

41 What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

哪种基线概括了基础设施的结构，内容和细节，并代表有关系的一组项目？

A. Configuration baseline 配置基线

B. Project baseline 项目基线

C. Change baseline 变更基线

D. Asset baseline 资产基线

答案：A

42 Which of the following BEST describes the purpose of access management?

以下哪项是访问管理目的的最佳描述？

A. To provide a channel for users to request and receive standard services
为了用户请求和接收标准服务提供渠道

B. Provides the rights for users to be able to use a service or group of services
提供用户能使用一项或一组服务的权利

C. To prevent problems and resulting Incidents from happening
为了防止发生问题和造成事故

D. To detect security events and make sense of them
为了检测安全事件，使其有意义

答案：B

43 Which of the following are reasons why ITIL is successful?

下列哪项是 ITIL 成功的原因？

1 。ITIL is vendor neutral ITIL 是厂商中立的

2 。It does not prescribe actions ITIL 没有规定动作

3 。ITIL represents best practice ITIL 代表最佳实践

A. 上述所有都是

B. 只有 1 和 3

C. 只有 1 和 2

D. 只有 2 和 3

答案：A

44 Which one of the following includes four stages called Plan, Do, Check and Act?

下列哪一个包括四个阶段：计划，执行，检查和行动？

A. The Deming Cycle 戴明循环

B The continual service improvement approach 持续服务改进方法

C. The seven-step improvement process 七步完善进程

D. The service lifecycle 服务生命周期

答案：A

45 The consideration of value creation is a principle of which stage of the service lifecycle?

考虑创造价值因素是服务生命周期哪个阶段的原则？

A. Continual service improvement 持续服务改进

B. Service strategy   服务策略

C. Service design   服务设计

D. Service transition   服务转型

答案：B

46 Which process is responsible for dealing with complaints, comments, and general enquiries from users? 哪个进程是负责处理投诉，意见和用户的常见咨询？

A. Service level management   服务级别管理

B. Service portfolio management 服务组合管理

C. Request fulfillment   履行请求

D. Demand management   需求管理

答案：C

47 Which of the following BEST describes partners' in the phrase people, processes, products and partners"? 在"人员，进程，产品和伙伴"这组词中，以下哪项是'伙伴'的最佳描述？

A. Suppliers, manufacturers and vendors 供应商，制造商和供应商

B. Customers 客户

C. nternal departments 内部部门

D. The facilities management function 设施管理功能

答案：A

48 Which process will perform risk analysis and review of all suppliers and contracts on a regular basis? 哪项进程会进行风险分析，并定期审查所有供应商和合同？

A. The service level management 服务级别管理

B The IT service continuity management   IT 服务连续性管理

C. The service catalogue management 服务目录管理

D. The supplier management   供应商管理

答案：D

49 The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

个人的经验，想法，见解和价值观是知识管理中哪个层面的例子？

A. Data   数据

B. Information   信息

C. Knowledge   知识

D. Governance   管理

答案：C

50 Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

以下哪一项包含了为实施新服务传递给服务转换的信息？

A. A service option 服务选项

B. A service transition package (STP) 一个服务转换包（ STP ）

C. A service design package (SDP) 一个服务设计包（ SDP ）

D. A service charter 一个服务特许

答案：C

51 Which of the following would commonly be found in a contract underpinning an IT service? 下列哪一项通常会在支撑 IT 服务的合同中找到？

1 。Financial arrangements related to the contract 有关合同的财务安排

2 。Description of the goods or service provided   所提供的商品或服务的说明

3 。Responsibilities and dependencies for both parties 双方的责任和依赖关系

A. 1 and 2 only 只有 1 和 2

B. 1 and 3 only 只有 1 和 3

C. 3 and 2 only 只有 2 和 3

D. All of the above 以上皆是

答案：D

52 Service transition contains detailed descriptions of which processes?
服务转型包含了哪个进程的详细说明？

A. Change management, service asset and configuration management, release and deployment management 变更管理，服务资产和配置管理，发布和部署管理

B. Change management, capacity management event management, service request management 变更管理，容量管理 事件管理，服务请求管理

C. Service level management, service portfolio management, service asset and configuration management 服务级别管理，服务组合管理，服务资产和配置管理

D. Service asset and configuration management, release and deployment management, request fulfillment 服务资产和配置管理，发布和部署管理，需求履行

答案：A

53 Which statement should NOT be part of the value proposition for Service Design?
哪种说法不是服务设计价值定位的一部分？

A. Reduced total cost of ownership 降低总持有成本

B. Improved quality of service   提高服务质量

C. Improved Service alignment with business goals 对照业务目标改进服务

D. Better balance of technical skills to support live services
更好地平衡技术技能来支持实时服务

答案：D

54 Which process would be used to compare the value that newer services have offered over those they have replaced? 哪项进程会被用来比较新服务和被取代的旧服务的价值？

A. Availability management 可用性管理

B. Capacity management 能力管理

C. Service portfolio management 服务组合管理

D. Service catalogue management 服务目录管理

答案：C

55

Consider the following list: 考虑以下列表：

1 。Change authority   变更权限

2 。Change manager   变更管理

3 。Change advisory board (CAB)   变更顾问委员会（CAB ）

Which one of the following is the BEST description of the items above?

下列哪一项是以上项目的最佳描述？

A. Job descriptions 工作描述

B. Functions 职能

C. Teams 团队

D. Roles, people or groups 角色，人或团体

答案：D

56 Hierarchic escalation is BEST described as?

分层升级的最佳描述是：

A. Notifying more senior levels of management about an incident

将事件通知更高级的管理层

B. Passing an incident to people with a greater level of technical skill

将事件传递给有更高技术水平的人

C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction 为保持客户满意度，使用超出事件需必要性的高级别专家解决之

D. Failing to meet the incident resolution times specified in a service level agreement

超出服务级别协议规定的解决事件时间

答案：A

57 Which one of the following functions would be responsible for the management of a data centre? 下列哪项职能是负责数据中心的管理？

A. Technical management   技术管理

B. Service desk   服务台

C. Application management 应用管理

D. Facilities management   设施管理

答案：D

58 Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

下列哪一个最有助于定义组织结构中的角色和职责？

A. RACI model   RACI 模型

B. Incident model   事件模型

C. Continual service improvement (CSI) approach 持续服务改进（ CSI）的方法

D. The Deming Cycle 戴明循环

答案：A （RACI ：Responsible Accountable Consulted Informed 即谁负责 谁批准 咨询谁 告知谁）

59 Which process will regularly analyse incident data to identify discernible trends?

哪项程中会定期分析事件数据来确定明显的趋势？

A. Service level management   服务级别管理

B. Problem management   问题管理

C. Change management   变更管理

D. Event management   事件管理

答案：B

60 Which is the correct definition of a customer facing service?

面向客户服务的正确定义是什么？

A. One which directly supports the business processes of customers

直接支持客户的业务流程

B. A service that cannot be allowed to fail 不允许失败的服务

C. One which is not covered by a service level agreement 未涵盖在服务水平协议的服务

D. A service not directly used by the business 不能被业务直接使用的服务

答案：A

61 Which one of the following is the BEST definition of the term service management?

下列哪一项是服务管理的最佳定义？

A. A set of specialized organizational capabilities for providing value to customers in the form of services 是为了通过服务将价值提供给客户的一组专业组织能力.

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

一组交互的，关联或独立的组件——该组组件形成一个统一整体并为了共同目标协同运作。

C. The management of functions within an organization to perform certain activities

为执行某些活动的组织内职能管理

D . Units of organizations with roles to perform certain activities

一些具有能执行某些活动的角色的组织

答案：A

62 Which of the following is NOT a valid objective of problem management?

下列哪一项不是问题管理的有效目标？

A. To prevent problems and their resultant Incidents 为了防止出现问题及其产生的事故

B. To manage problems throughout their lifecycle 要在其整个生命周期内管理问题

C. To restore service to a user 为用户恢复服务

D. To eliminate recurring incidents 为消除再次发生事故

答案：C

63 Which one of the following is an objective of service catalogue management?

下列哪一项是服务目录管理的目标？

A. Negotiating and agreeing service level agreement 谈判并达成服务水平协议

B. Negotiating and agreeing operational level agreements 谈判并达成运营级别协议

C. Ensuring that the service catalogue is made available to those approved to access it

确保获准访问的人能访问服务目录

D.Only ensuring that adequate technical resources are available

仅保证充足技术资源的可用性

答案：C

64 Which of the following statements BEST describes the aims of release and deployment management? 下列哪项是发布和部署管理目标的最佳描述？

A.   To build, test and deliver the capability to provide the services specified by service design

在服务设计规定的服务范围内，构建，测试和交付其提供服务的能力

B.To ensure that each release package specified by service design consists of a set of related assets and service components

确保每个通过服务设计中规定的发行包包含一组相关的资产和服务组件

B.   To ensure that all changes can be tracked, tested and verified if appropriate

为了确保所有的变更能够被跟踪，检验及适当验证

C.   To record and manage deviations, risks and issues related to the new or changed service

记录和管理偏差，风险和关于新的或变更的服务问题

答案：A

65   Which one of the following activities are carried out during the "Where do we

want to be?" step of the continual service improvement (CSI) approach?

以下哪项活动是在持续改进服务（CSI）办法中,开展"我们想去哪?"这一步骤时推出的?

A. Implementing service and process improvements 实施服务和流程改进

B. Reviewing measurements and metrics 审查度量衡和指标

C. Creating a baseline 创建基线

D. Defining measurable targets 定义可测量的目标

答案：D

66 Which one of the following can help determine the level of impact of a problem?

以下哪一项有助于确定问题的影响程度？

A. Definitive media library (DML) 权威媒体库（DML）

B. Configuration management system (CMS) 配置管理系统（CMS）

C. Statement of requirements (SOR) 需求声明（SOR）

D. Standard operating procedures (SOP) 标准作业程序（SOP）

答案：B

67 The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

风险的有效管理要求特定类型的活动。下列哪组活动最有利于风险管理？

A. Training in risk management for all staff and identification of risks
进行全员风险管理培训，鉴定风险

B. Identification of risk, analysis and management of the exposure to risk
鉴定风险，分析和管理风险暴露

C. Control of exposure to risk and investment of capital
暴露风险控制，资本投资控制

D. Training of all staff and investment of capital
全员培训和资本投资

答案：B

68 Which of the following is an enabler of best practice?
下列哪一项是最佳实践的推动者？

A. Standards 标准

B. Technology 技术

C. Academic research 学术研究

D. Internal experience 内部经验

答案：B

69 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"? 服务设计强调了"四个P"的重要性。这"四个P"包括合作伙伴，人，进程和另一个"P"。下列哪项是这一个"P"？与第七题重复

A. Profit 利润

B. Preparation 编制

C. Products 产品

D. Potential 可能

答案：C

70 Which of the following is NOT one of the five individual aspects of service design? 下列哪一项不是服务设计的五个方面之一？

A．The design of the service portfolio, including the service catalogue
服务组合设计，包括服务目录

B. The design of new or changed services　　　新的或变更的服务设计

C. The design of market spaces　　　　　　　市场空间设计

D．The design of the technology architectures　技术架构设计

答案：C

71 Where would you expect incident resolution targets to be documented?
事故解决目标应被记录在哪？

A．A service level agreement (SLA) 服务级别协议（SLA ）

B. A request for change (RFC)　　　变更请求（ RFC ）

C. The service portfolio　服务组合

D. A service description　服务描述

答案：A

72．Which of the following provide value to the business from service strategy?
下列哪一项对企业从服务策略提供价值？

1 .Enabling the service provider to have a clear understanding of what levels of service will make their customer's successful　使服务提供商有一个什么样的服务水平将做出明确的了解自己客户的成功

2 . Enabling the service provider to respond quickly and effectively to changes in the business environment　在业务环境有变更时，使服务提供商能够快速，有效应地响

3 .Reduction in the duration and frequency of service outages
减少服务中断的持续时间和频率

A. All of the above　　都是

B. 1 and 3 only　　只有 1 和 3

C. 1 and 2 only　　只有 1 和 2

D. 2 and 3 only　　只有 2 和 3

答案：C

73 What are the categories of event described in the ITIL service operation book?
ITIL 服务操作手册中描述了什么类别的事件？

A. Informational, scheduled, normal　　　信息性事件，定期事件，正常事件

B. Scheduled, unscheduled, emergency　　定期事件，不定期事件，紧急事件

C. Informational, warning, exception　　　信息性事件，警告事件，异常事件

D. Warning, reactive, proactive　　　　　警告事件，被动事件，主动事件

答案：C

74 A process owner is responsible for which of the following?
进程所有者对哪项负责？

1.Defining the process strategy　定义过程策略

2 .Assisting with process design　协助进程设计

3 .Improving the process　　　　改进进程

4.Performing all activities involved in a process 执行进程中的所有活动

A. 2, 3 and 4 only　　　仅 2 ，3 和 4

B. All of the above　　　上述所有的

C. 1, 2 and 3 only　　　仅 1 ，2 和 3

D. 1, 2 and 4 only　　　仅 1 ， 2 和 4

答案：C

75 Which one of the following is concerned with policy and direction?
　　下列哪一个与政策和方向有关？
A. Capacity management 能力管理
B. Governance 管理
C. Service design 服务设计
D. Service level management 服务级别管理
答案：B

76 Which of the following should be considered when designing measurement systems, methods and metrics? 在设计测量系统，测量方法和测量指标时应考虑下列哪些项目？
1 . The services 服务
2 . The architectures 体系结构
3 . The configuration items 配置项
4. The processes 流程
A. 1, 2 and 3 only　　仅 1 ，2 和 3
B. 1, 3 and 4 only　　仅 1 ，3 和 4
C. 2, 3 and4 only　　仅 2 ，3 和 4
D. All of the above　　以上皆是
答案：D

77 Which of the following is the best definition of IT service management?
　　IT 服务管理的最佳定义是哪项？
A.　An internal service provider that is embedded within a business unit
　　嵌入在业务单元内部的服务供应商
B.　A complete set of all the documentation required to deliver world class services tocustomers 一套为客户提供世界级的服务所需的完整文件
C.　Technical implementation of supporting IT infrastructure components
　　支持 IT 基础设施组件的实施技术
D．The implementation and management of quality IT services that meet business needs
　　可满足业务需求的高质量 IT 服务的实施和管理
答案：D

78 Which of the following is service transition planning and support NOT responsible for? 服务转型的规划和支持不负责以下哪一项？
A. Prioritizing conflicts for service transition resources 服务资源转型的优先级冲突
B. Coordinating the efforts required to manage multiple simultaneous transitions
　　协调管理多个同时发生的服务转换所需的工作
C. Maintaining policies, standards and models for service transition activities and processes 为服务转型活动和进程 维护服务管理政策，服务标准和管理模式
D. Detailed planning of the build and test of individual changes
　　详细规划个别变更的构建和测试
答案：D

79 What are underpinning contracts used to document?
　　支持合同用来记录什么？
A.　The provision of IT services or business services by a service provider

提供商提供的 IT 服务或业务服务

B. The provision of goods and services by third party suppliers
第三方供应商提供的商品和服务

C. Service levels that have been agreed between the internal service provider and their customer 内部服务供应商和其客户已商定的服务水平

D. Metrics and critical success factors (CSFs) for internal support teams
内部支持团队的指标及成功的关键因子（CSF ）

答案：B

80 In which document would you expect to see an overview of actual service achievements against targets?

在哪个文档中，您能看到针对目标的实际业务成果概述？

A. Operational level agreement(OLA) 运营级别协议（ OLA ）

B. Capacity plan 能力计划

C. Service level agreement(SLA) 服务级别协议（SLA ）

D. SLA monitoring chart(SLAM) SLA 检验图（ SLAM ）

答案：D

81 Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

谁负责确保服务请求按已达成并记录的标准来执行？

A. The IT director IT 主管

B. The process owner 进程所有者

C. The service owner 服务拥有者

D. The customer 客户

答案：B

82 Which process is responsible for ensuring that appropriate testing takes place? 哪项进程负责确保实施适当的测试？

A. Knowledge management 知识管理

B. Release and deployment management 发布和部署管理

C. Service asset and configuration management 服务资产和配置管理

D. Service level management 服务级别管理

答案：B

83 Which of the following identify the purpose of business relationship management? 以列哪项确定业务关系管理的目的？

1．To establish and maintain a business relationship between service provider and customer 建立和维护服务提供商和客户之间的业务关系

2. To identify customer needs and ensure that the service provider is able to meet 识别顾客的需求并确保服务提供商能够满足之

A. Both of the above 都是

B. 1 only 1

C. 2 only 2

D. Neither of the above 都不是

答案：A

84 Which of the following is the correct definition of an outcome?
下列哪项是成果的正确定义？

A. The results specific to the clauses in a service level agreement (SLA)
特指服务水平协议（ SLA ）中的条款的规定结果

B. The result of carrying out an activity, following a process or delivering an IT service
开展活动时，由一个进程或 IT 服务产生的结果

C. All the accumulated knowledge of the service provider
服务提供者积累的所有知识

D. All incidents reported to the service desk
报告给服务台的所有事件

答案：B

85 Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

了解用测量什么，为什么测量之，是的服务生命周期哪一部分的关键？

A. Service Strategy   服务策略

B. Continual Service Improvement   持续服务改进

C. Service Operation   服务执行

D. Service Design   服务设计

答案：B

86 Which process would ensure that utility and warranty requirements are properly addressed in service designs?

服务设计通过哪个进程来确保 公用设施和授权需求 将妥善处理 ？

A. Availability management   可用性管理

B. Capacity management   能力管理

C. Design coordination   协调设计

D. Release management   发布管理

答案：C

87 What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? （与等24 题重复） 对服务管理的活动，目标，资源和交付感兴趣的人称为什么？

A. Employers   用人单位

B. Stakeholders   利益相关者

C. Regulators   监管部门

D. Accreditors   认证机构

答案：B

88 What would be the next step in the continual service improvement (CSI) model after? 持续服务改进（ CSI）模型的下一步（第 6 步）是什么？

1 . What is the vision ?   愿景是什么？

2. Where are we now ?   我们现在在哪里？

3. Where do we want to be ? 我们要去哪里？

4. How do we get there ?   我们如何到达那里？

5. Did we get there ?   我们到过那里吗？

6. ?

A. What is the return on investment (ROI)? 投资回报（ROI ）是什么？

B. How much did it cost? 花费多少费用？

C. How do we keep the momentum going? 我们如何保持这种势头？

D. What is the value on investment (VOI)? 投资（ VOI ）价值是什么？

答案：C

89 Which statement about the emergency change advisory board (ECAB) is CORRECT? 关于紧急变更顾问委员会（ ECAB ）的描述 下列哪项是正确的？

A. The ECAB considers every high priority request for change (RFC)
紧急变更顾问委员会（ECAB）考虑每个高优先级的变更请求（ RFC ）

B. Amongst the duties of the ECAB is the review of completed emergency changes
当中 ECAB 的职责是完成紧急变更的审查

C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
该 ECAB 将用于紧急变更那里可能没有时间打电话给一个完整的 CAB

D. The ECAB will be chaired by the IT Director
该 ECAB 将由 IT 总监担任主席

答案：C

90   Which of the following BEST describes a problem?
以下哪项是问题的最佳描述？

A. An issue reported by a user   用户报告的问题

B.The cause of two or more incidents   两个或更多个事故的原因

C. A serious incident which has a critical impact to the business
对业务有关键性影响的一系列事故

D.The cause of one or more incidents
一个或多个事故的原因

答案：D

91   Which of the following is NOT a recognized example of a service provider type within the ITIL framework? 在ITIL框架中，下列哪一项不是公认的服务提供者类型？

A. Internal   内部服务提供者

B. External   外部服务提供者

C. Service desk   服务台

D. Shared services unit   共享服务单元

答案：C

92   Which one of the following statements about incident reporting and logging is CORRECT?   关于事故报告和记录的说法中正确的是？

A. Incidents can only be reported by users 事故只能由用户来报道

B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service   任何发现服务中断或妨碍正常服务的潜在中断均可以报告事故

C. All calls to the service desk must be logged as incidents
服务台接到的任何电话都必须被记录为事故

D.Incidents reported by technical staff must also be logged as problems
技术人员报告的事故也必须记录为问题

答案：B

93 Which process is responsible for providing the rights to use an IT service?
哪项进程对 提供使用 IT 服务的权利 负责？

A. Incident management   事件管理

B. Access management　　访问管理

C. Change management　变更管理

D. Request fulfillment　　履行请求

答案：B

94　What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

哪种服务不直接面向业务，但要求服务提供者必须提供面向用户的服务

A. Business services　　业务服务

B. Component services　　组件服务

C. Supporting services　　支持服务

D. Customer services　　顾客服务

答案：C

95　Which of the following areas would technology help to support during the service lifecycle? 服务生命周期中，技术有助于支持哪些领域？

1.Data mining and workflow　　数据挖掘和工作流

2.Measurement and reporting　　计量和报告

3.Release and deployment　　发布和部署

4.Process design　　进程设计

A. 2, 3 and 4 only　仅 2，3 和 4

B. 1, 3 and 4 only　仅 1，3 和 4

C. 1, 2 and 3 only　仅 1，2 和 3

D. All of the above　以上皆是

答案：D

96　How many people should be accountable for a process as defined in the RACI model? RACI 模型规定多少人应对进程负责？

A. As many as necessary to complete the activity　　完成活动所需的人数

B. Only one - the process owner　　一个——进程所有者

C. Two - the process owner and the process enactor　两个—— 进程所有者和进程执行者

D. Only one - the process architect　　一个—— 流程架构师

答案：B

97　The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what? 添加、修改或删除授权，计划或支持服务或服务组件及其相关文件是用于定义什么的？

A. A change　　变更

B. A change model　　变更模型

C. A change request　　变更请求

D. A change advisory board　　变更咨询委员会

答案：A

98　Where should the following information be stored?

下列信息应被存储在哪里？

1 .The experience of staff　工作人员经验

2.Records of user behavior　用户行为记录

3 .Supplier's abilities and requirements　供应商的能力和要求

4 .User skill levels 用户技能水平

A. The forward schedule of change 变更进度计划表

B. The service portfolio 服务组合

C. A configuration management database (CMDB) 配置管理数据库（CMDB ）

D. The service knowledge management system (SKMS) 服务知识管理系统（SKMS）

答案：D

99 Which of the following statements about standard changes are CORRECT?
关于标准变更的陈述正确的是？

1.The approach is pre-authorized 该方法是预先授权的

2.The risk is usually low and well understood 通常风险较低，并易于理解

3.Details of the change will be recorded 有记录变更细节

4.Some standard changes will be triggered by the request fulfilment process
一些标准的变化将被要求履行过程被触发

A. 1 only 1

B. 2 and 3 only 2 和 3

C.1 ，2and 4only 1，2 和 4

D. All of the above 皆是

答案：D

QUESTION NO: 100

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?
下列哪项为在服务生命周期内的运营服务阶段中正确的程序列表

A. Event management, incident management, problem management, request fulfilment, and access management
事件管理、事故管理、问题管理、请求履行、访问（存取）管理

B. Event management, incident management, change management, and access management
事件管理、事故管理、问题管理、变更管理、访问（存取）管理

C. Incident management, problem management, service desk, request fulfilment, and event management
事故管理、问题管理、服务台、请求履行、事件管理

D. Incident management, service desk, request fulfilment, access management, and event management
事故管理、服务台、请求履行、访问（存取）管理、事件管理

Answer: A

QUESTION NO: 101

With which process is problem management likely to share categorization and impact coding systems?
下列哪项问题管理程序与编码分类系统相似？

A. Incident management
事故管理

B. Service asset and configuration management
服务价值和配置管理

C. Capacity management
   能力管理
D. IT service continuity management
   IT服务持续性管理

Answer: A

QUESTION NO: 102

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

ITIL可以带给生产服务频率报告的指导是什么？

A. Service reporting intervals must be defined and agreed with the customers
   服务报告的时间间隔必须定义且需顾客同意

B. Reporting intervals should be set by the service provider
   报告间隔应该由服务提供者设立

C. Reports should be produced weekly
   报告应该每周产生

D. Service reporting intervals must be the same for all services
   所有服务的服务报告间隔必须一致

Answer: A

QUESTION NO: 103

Which one of the following does service metrics measure?

下列那一项为服务的衡量标准

A. Functions
   职能

B. Maturity and cost
   成熟度和花费

C. The end-to-end service
   终端到终端的服务

D. Infrastructure availability
   基础设施的可用性

Answer: C

QUESTION NO: 104

Which one of the following is NOT a valid purpose or objective of problem management?

下列那一项不是问题管理的有效的目的或目标？

A. To prevent problems and resultant incidents
   防止问题和由此产生的事故

B. To manage problems throughout their lifecycle
   在整个生命周期内管理问题

C. To restore service to a user
   给用户恢复服务

D. To eliminate recurring incidents
   消除重复的事故

Answer: C

QUESTION NO: 105

Which process is responsible for low risk, frequently occurring, low cost changes?

下面那一项程序负责低风险、经常性、低花费的变化？

A. Demand management
   需求管理

B. Incident management
   事故管理

C. Release and deployment management
   发布和部署管理

D. Request fulfillment
   请求履行

Answer: D

QUESTION NO: 106

Which function or process would provide staff to monitor events in an operations bridge?

哪项功能或程序可以给员工提供监测事件的操作桥梁

A. Technical management
   技术管理

B. IT operations management
   IT操作管理

C. Request fulfillment
   请求履行

D. Applications management
   应用管理

Answer: B

QUESTION NO: 107

Which of the following activities are performed by a service desk?

哪一项是有服务台执行的活动？

1. Logging details of incidents and service requests
   事故及服务请求的日志记录

2. Providing first-line investigation and diagnosis
   提供一线调查和诊断

3. Restoring service
   恢复服务

4. Implementing all standard changes
   实现所有标准变化

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Answer: B

QUESTION NO: 108

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

哪一项不是持续服务改进的目标？

A. Review and analyze Service Level Achievement results

审查和分析服务水平取得的成果

B. Identify activities to improve the efficiency of service management processes

为提高管理服务流程效率的鉴定活动

C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction

在不牺牲顾客的满意度的情况下提高IT服务的成本效益

D. Conduct activities to deliver and manage services at agreed levels to business users

在行业用户同意的水平上交付和管理服务的生产活动

Answer: D

QUESTION NO: 109

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

检查、处理和计划是戴明循环的三个步骤，第四个是？

A. Do

B. Perform

C. Implement

D. Measure

Answer: A

QUESTION NO: 110

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

什么是一个组织应该为持续性服务提高而收集的的三类指标？

A. Return on investment (ROI), value on investment (VOI), quality

投资回报，价值投资，质量

B. Strategic, tactical and operational

战略，战术和作战

C. Critical success factors (CSFs), key performance indicators (KPIs), activities

关键成功因素，关键绩效指标，活动

D. Technology, process and service

技术，过程，服务

Answer: D

QUESTION NO: 111

Which of the following are classed as stakeholders in service management?

哪一项被归类为服务管理中的利益相关者？

1. Customers

2. Users

3. Suppliers

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Answer: A

QUESTION NO: 112

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

从服务提供商的角度看，个人或团队定义他们所知的服务目标是什么？

A. User

B. Customer

C. Supplier

D. Administrator

Answer: B

QUESTION NO: 113

Which process is responsible for sourcing and delivering components of requested standard services?

哪个程序是标准请求服务中采购和交付组件的责任？

A. Request fulfillment
完成服务

B. Service portfolio management
组合管理服务

C. Service desk

D. IT finance
IT财政

Answer: A

QUESTION NO: 114

Which of the following is the best definition of service management?

哪一项是服务管理最好的定义？

A. The ability to keep services highly available to meet the business needs
保持高度满足业务需求的能力

B. A set of specialized organizational capabilities for providing value to customers in the form of services
一组以服务形式提供给客户价值服务的专业组织能力

C. A complete set of all the documentation required to deliver world class services to customers
一整套给客户的世界级水平的需求文件

D. An internationally recognized methodology to provide valuable services to customers
提供顾客价值服务的国际公认的方法论

Answer: B

QUESTION NO: 115

Which of the following CANNOT be provided by a tool?

A. Knowledge

B. Information

C. Wisdom智慧

D. Data数据

Answer: C

QUESTION NO: 116

Which one of the following is the purpose of service level management?

哪一项是服务水平管理的目的？

A. To carry out the service operations activities needed to support current IT services
   要开展以支持目前的IT服务所需的服务操作活动

B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
   为了确保有足够提供服务协议中表现的能力

C. To create and populate a service catalogue
   创建并填入一个服务目录

D. To ensure that an agreed level of IT service is provided for all current IT services
   为了确保提供给所有现有的IT服务的IT服务协议水平

Answer: D

QUESTION NO: 117

Which one of the following activities does application management perform?

哪一项是服务管理表现的内容？

A. Defining where the vendor of an application should be located
   确定一个应用程序供应商应该坐落的位置

B. Ensuring that the required functionality is available to achieve the required business outcome
   确保取得所需商业成果的需要的功能

C. Deciding who the vendor of the storage devices will be
   决定谁是存储设备的供应商

D. Agreeing the service levels for the service supported by the application
   同意服务支持应用的服务水平

Answer: B

QUESTION NO: 118

What is a RACI model used for?

拉齐模型的作用是？

A. Performance analysis
   技术性能分析

B. Recording configuration items
   记录配置项

C. Monitoring services
   监控服务

D. Defining roles and responsibilities
   决定角色和职责

Answer: D

QUESTION NO: 119

The remediation plan should be evaluated at what point in the change lifecycle?

改进计划应该在生命周期变化的什么时候被评估其作用？

A. Before the change is approved
   在改变被批准以前

B. Immediately after the change has failed and needs to be backed out
   在改变失败，需要放弃时立刻

C. After implementation but before the post implementation review
在实施后但在回顾实施前

D. After the post implementation review has identified a problem with the change
在回顾实施时发现改变存在问题后

Answer: A

QUESTION NO: 120

Which of the following statements MOST correctly identifies the scope of design coordination activities?

哪一项是协调活动中最正确识别设计范围的描述？

A. Only changes that introduce new services
只有介绍新服务的变化

B. It is mandatory that all changes are subject to design coordination activity
所有与设计协调活动相匹配的改变，他是强制性的

C. Only changes to business critical systems
只有业务关键系统的改变

D. Any change that the organization believes could benefit
任何组织认为有利的改变

Answer: D

QUESTION NO: 121

What is the PRIMARY process for strategic communication with the service provider's customers?

哪一个是服务提供者客户的战略沟通的初级阶段？

A. Service catalogue management
服务目录管理

B. Service portfolio management
服务组合管理

C. Service desk
服务台

D. Business relationship management
业务关系管理

Answer: D

QUESTION NO: 122

Which one of the following is NOT an aim of the change management process?

下列哪一项不是变化管理过程的目标？

A. To ensure the impact of changes are understood
确保改变的影响是被充分理解的

B. To ensure that changes are recorded and evaluated
确保改变是有记录和评估的

C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
确保所有配置项的改变是在配置管理系统中被记录的

D. To deliver and manage IT services at agreed levels to business users
在业务用户同意的水平下传递和管理IT服务

Answer: D

QUESTION NO: 123

What are customers of IT services who work in the same organization as the service provider known as?

作为已知的工作在服务提供者同一个组织中的IT服务客户是什么？

A. Strategic customers

战略客户

B. External customers

外部客户

C. Valued customers

重要客户

D. Internal customers

内部客户

Answer: D

QUESTION NO: 124

Access management is closely related to which other process?

访问管理和哪一个程序有亲密关系？

A. Capacity management only

只有容量管理

B. 3rd line support

三线支持

C. Information security management

情报管理

D. Change management

变化管理

Answer: C

QUESTION NO: 125

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

在ITIL核心产物中你能找到目录管理，情报安全管理和供应商管理服务中的关键描述吗？

A. Service strategy

服务战略

B. Service design

服务描述

C. Service transition

服务转换

D. Service operation

服务运营

126 .**Which of the following is the BEST reason for categorizing incidents?**

下列哪一项是对事件进行分类的最佳的理由？

A. To establish trends for use in problem management and other IT service management (ITSM) activities 要建立问题管理及其他 IT 服务管理（ITSM ）活动的使用统计

B. To ensure service levels are met and breaches of agreements are avoided 为了确保满足服务级别要求，并避免违反协议

C. To enable the incident management database to be partitioned for greater efficiency 为

提高效率，对事件管理数据库进行分区

D. To identify whether the user is entitled to log an incident for this particular service
确定用户是否有权记录特定服务的事故，

答案：A

127 A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

问题诊断完成,但解决方法未找到前,出现了这个已知的错误,这是一个有效的处理方法吗?

A.Yes: for information purposes, a known error record can be created at any time it is prudent to do so 是的：作参考之用，一个已知错误记录可以在任何时间，这是审慎的做法

B. No: the Known Error should be created before the problem is logged 否：在问题出现之前，已知的错误应该已被记录

C. No: a known error record is created when the original incident is raise 没有：原始事故发生后已知错误记录的才能被创建

D. No: a known error record should be created with the next release of the service 没有：一个已知错误记录应当在服务的下一个版本中创建

答案：A

128 Which of the following provide value to the business from service strategy?

关于服务策略，下列哪项为企业提供价值？

1.Enabling the service provider to have a clear understanding of what levels of service will make their customers successful 使服务提供商明确了解什么样的服务水平能使客户满意

2。Enabling the service provider to respond quickly and effectively to changes in the business environment 在业务环境改变时，使服务提供商能够快速，有效地响应环境

3。Support the creation of a portfolio of quantified services 支持建立量化的服务组合

A.所有上述的

B. 只有 1 和 3

C.只有 1 和 2

D.只有 2 和 3

答案：A

129 Which of the following would be examined by a major problem review?

下列哪一项会被重大难题回顾审查？

1。Things that were done correctly 正确完成的事情

2。Things that were done incorrectly 错误完成地的事情

3。How to prevent recurrence 如何预防复发

4。What could be done better in the future 能在未来做的更好的事情

A. 仅 1

B，仅 2 和 3

C. 仅 1，2 和 4

D.以上皆是

答案：D

130 Which one of the following is the BEST description of a relationship in service asset and configuration management? 下列哪一个是服务资产和配置管理的最佳描述？

A. Describes the topography of the hardware 描述硬件的分配

B. Describes how the configuration items (CIs) work together to deliver the services 描述配

置项（CI ）如何为提供服务协同工作

C. Defines which software should be installed on a particular piece of hardware 定义哪些软件应该安装在特定的硬件上

D. Defines how version numbers should be used in a release 定义版本号应怎样应用在发行物上

答案：B

131 Which of the following are sources of best practice?

下列哪项是最优方法的来源？

1.Academic research 学术研究

2 .Internal experience 内部经验

3 .Industry practices 行业惯例

A.所有上述的

B. 只有 1 和 3

C.只有 1 和 2

D.只有 2 和 3

答案：A

132 **Which of these should a change model include?**

变更模应式包括以下哪些内容？

1 .The steps that should be taken to handle the change 应采取处理变更的步骤

2.Responsibilities; who should do what, including escalation 责任；谁应该做什么，包括升级

3 .Timescales and thresholds for completion of the actions 时间尺度和完成动作的阈值

4 .Complaints procedures 投诉程序

A. 仅 1 , 2 和 3

B.上述所有的

C. 仅 1 和 3

D. 仅 2 和 4

答案：A

133 **Which one of the following is NOT an objective of problem management?**

下列哪一项不是问题管理的目标？

A. Minimizing the impact of incidents that cannot be prevented 最小化无法的事故影响

B. Preventing problems and resulting incidents from happening 预防问题以及由此产生的事故的发生

C. Eliminating recurring incidents 消除重复的事故

D. Restoring normal service operation as quickly as possible 尽可能快地恢复正常服务运营

答案：D

134 **Which of the following statements about service asset and configuration management is/are CORRECT?** 关于服务资产和配置管理,下面的语句正确的是？

1 .A configuration item (CI) can exits as part of any numbers other CIs at the same time 一个（CI ）可以同时作为其他配置项（任何数量的 CI）的一部分退出

2 .Choosing which CIs to record will depend on the level of control an organization wishes to exert 选择记录哪些配置项 取决于一个组织的希望发挥的控制水平。

A. 仅 1

B. 仅 2

C. 都是

D. 都不是

答案：C

135 Which of the following are types of service defined in ITIL?

下列哪项是服务是 ITIL 定义的类型？

1 。Enabling 授权

2 。Core 核心

3 。Enhancing 加强

4 。Computer 计算机

A. 仅 1 ，3 和 4 只

B.仅 2 ， 3 和 4

C. 仅 1，2 和 4 只

D. 仅 1 ， 2 和 3

答案：D

136 **In which of the following should details of a workaround be documented?**

下面的哪个工作区细节应被记录？

A. The service level agreement (SLA) 服务级别协议（SLA ）

B The problem record 问题记录

C. The availability management information system 可用性管理信息系统

D The IT service plan IT 服务计划

答案：B

137 **Which one of the following is NOT a characteristic of a process?**

下列哪一项不是一个进程的特征？

A. It is measureable 它是可测量的

B. It delivers specific results 它提供特定的结果

C. It responds to specific events 它响应特定事件

D. It structure an organization 它构建一个组织

答案：D

138 **Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?** 下列哪一项不是服务生命周期的服务转换阶段的责任？

A. To ensure that a service can be managed and operated in accordance with constraints specified during design 为确保服务可以按照设计中指定的约束条件管理和运营

B. To design and develop capabilities for service management 设计开发服务管理能力

C. To provide good-quality knowledge and information about services

提供有关服务的优质知识和信息

D. To plan the resources required to manage a release 规划管理发布所需的资源

答案：B 与 151 重复

139 **Which of the following BEST describes technical management?**

以下哪项是技术管理的最佳形容？

A. A function responsibilities for facilities management and building control systems

（技术管理）是一个对设施管理和楼宇控制系统负责的职能

B. A function that provides hardware repair services for technology involved in the delivery of service to customers （技术管理）是一个提供硬件维修服务给客户的职能

C. Senior managers responsibilities for all staff within the technical support function（技术

管理）是高级管理人员的职责，该职能对技术支持职能内的所有工作人员负责

D. A function that includes providing technical expertise and overall management of the IT infrastructure（技术管理）是一个提供 IT 基础设施专业技术和整体管理的的职能

答案：D

140. Which of the following is not a service desk type recognized in the service operation volume of ITIL? 下列哪项不是 ITIL 服务运营手册认可的类型？

A. Local　　　　局部性的服务台

B. Centralized　集中的服务台

C. Outsourced　外包的服务台

D. Virtua　　　　虚拟的服务台

答案：C

141 What is the primary focus of the business management?
　　业务管理的首要重点是什么？

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology 管理，控制和预测（服务）表现及 IT 技术的利用率和各方面的能力

B. Review of all capacity supplier agreements and underpinning contracts with supplier management 协同供应商管理，审查所有产商协议和支持合同

C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services 管理，控制和预测端到端的（服务）表现和现场IT服务运营能力

D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion 对于未来的IT服务业务需求，进行量化，设计，规划和及时实施

答案：D

142 Which process has the purpose to ensure that, by managing the risks could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?哪项进程的目的是为保证：通过管理可能严重影响IT服务的风险，IT服务提供商始终可以提供约定的最低业务相关服务水平？

A. Change management 变更管理

B. IT service continuity management　 IT 服务连续性管理

C. Financial management for IT services IT 服务的财务管理

D. Service catalog management 服务目录管理

答案：B

143 Which one of the following is the BEST description of a service request?
　　下列哪一项是服务请求的最佳描述？

A. A request from a user for information, advice or for a standard change 用户的信息，建议或标准变更请求

B. Anything that the customer wants and is prepared to pay for
　　任客户需要并支付代价的（请求）

C. Any request or demand that is entered by a user via a self-help web-based interface
　　任何来自基于网络界面自助输入的用户请求或要求

D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting 低风险，并可以通过变

更经理批准而无需变更咨询委员会（CAB ）会议的任何变更请求（ RFC ）

答案：A

144   Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

哪项进程参与监督 IT 服务并检测服务表现下降到可接受的范围外的时间？

A. Service asset and configuration management 服务资产和配置管理

B. Event management　　　　　　事件管理

C. Service catalogue management 服务目录管理

D. Problem management　　　　　　问题管理

答案：B

145 Which one of the following do major incidents require?

（应对）重大事故要求做到下列哪一项？

A. Separate procedures　　独立的程序

B. Less urgency　　　　　减少紧急事件

C. Longer timescales　　　　更长的时间尺度

D. Less documentation　　减少文档

答案：A

146 Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

服务生命周期，服务执行阶段的目的的最佳描述是哪一项？

A. To decide how IT will engage with suppliers during the service lifecycle 在服务生命周期中，决策如何使 IT 与其供应商建立友好关系

B. To proactively prevent all outages to IT services 主动地防止一切 IT 服务中断

C. To design and build processes which will meet business needs 设计和构建能满足业务需求的流程

D. To deliver and manage IT services at agreed levels to business users and customers 在已协定的（服务）水平内，为业务用户及客户提供和管理 IT 服务

答案：D　与 165 重复

147   In terms of adding value to the business, which one of the following describes service operations contribution? 关于增值业务，下列哪一个是描述运营服务的贡献？

A. The cost of the service is designed, predicted and validated
    服务设计，预测和验证的成本

B. Measures for optimization are identified 措施优化识别

C. Service value is modeled　　　　　　服务价值模式化

D. Service value is visible to customers　　　服务的价值对客户可视化

答案：D

148 Which one of the following are the two primary elements that create value for customers?   下列哪一项是为客户创造价值的两个主要元素？

A. Value on investment (VOI) and return on investment (ROI)
    投资价值（ VOI ）和投资回报率（ROI ）

B. Customer and user satisfaction　　　客户和用户满意度

C. Service requirements and warranty　 服务要求和保修

D. Resources and capabilities　　　　　　资源和能力

答案：D

149 **Which one of the following statements BEST describes a definitive media library (DML)?** 下列语句中，哪项是重要媒体库（ DML ）的最佳描述 ？

A. A secure location where definitive hardware spares are held 放置重要硬件的安全位置

B.A secure library where definitive authorized versions of all media configuration items (CIs) are storedand protected

　用于所有媒体配置项（CI ）的重要授权版本存储和保护的一个安全库

D. 　A database that contains definitions of all media CIs

　　包含的所有媒体配置项定义的数据库

D. A secure library where definitive authorized versions of all software and back-ups are stored and protected 　用于所有软件和备份的重要授权版本存储和保护的一个安全库

答案：B

150 **Which one of the following is it the responsibility of supplier management to negotiate and agree?** 对于供应商管理，其职责应协商并确定下列哪一项？

A. Service level agreements (SLAs) 服务级别协议（SLA ）

B. Third-party contracts 第三方合同

C. The service portfolio 服务组合

D. Operational level agreements (OLAs)业务级别协议（OLA ）

答案：B

151 **Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?**

下列哪一项不是服务生命周期的服务转换阶段的职责？

A. To ensure that a service can be managed and operated in accordance with constraints specified during design 　为确保服务可以按照设计中指定的约束条件管理和运营

B. To design and develop capabilities for service management 设计开发服务管理能力

C. To provide good-quality knowledge and information about services

　提供有关服务的优质知识和信息

D. To plan the resources required to manage a release 规划管理发布所需的资源

答案：B

152 **Which of the following are managed by facilities management?**

　下列哪一项是由设施管理管理？

1 。Hardware within a data centre or computer room 数据中心或机房内的硬件

2 。Applications 　应用

3 。Power and cooling equipment 　电源和冷却设备

4 。Recovery sites 　恢复站点

A. 仅 1 ，2 和 3

B.上述所有的

C. 仅 1 ， 3 和 4

D.仅 1 和 3

答案：C

153**Which stage of the service lifecycle is MOST concerned with defining policies and objectives?** 服务生命周期的哪个阶段与确定政策和目标最密切相关？

A. Service design 服务设计

B. Service transition 服务转型

C. Continual service improvement 持续服务改进

D. Service operation 服务执行

答案：A

154. Which areas of service management can benefit from automation?
服务管理的哪些领域可从自动化中受益？

1 . Design and modeling 设计和建模

2. Reporting 报告

3. Pattern recognition and analysi 模式识别与分析

4. Detection and monitoring 检测和监控

A. 仅 1 ， 2 和 3

B. 仅 1 ， 3 和 4

C. 仅 2 ， 3 和 4

D.以上皆是

答案：D

155. Which one of the following is the BEST definition of reliability?
下列哪一项是可靠性的最佳定义？

A. The availability of a service or component
（可靠性是指）服务或组件的可用性

B. The level of risk that affects a service or process
（可靠性是指）影响服务或进程的风险级别

C. How long a service or configuration item (CI) can perform its function without failing
（可靠性是指）服务或配置项（ CI）可无故障服务多久

D.How quickly a service or component can be restored to normal working order
（可靠性是指）服务或组件多快能恢复到正常工作秩序

答案：C

156. Which one of the following is NOT the responsibility of service catalogue management?下列哪一项不是服务目录管理的职责？

A. Ensuring that information in the service catalogue is accurate 确保服务目录中的信息是准确的

B. Ensuring that service level agreements are maintained 确保服务水平协议得以维持

C. Ensuring that information in the service catalogue is consistent with information in the service portfolio   确保服务目录中的信息和服务组合中的信息一致

D. Ensuring that all operational services are recorded in the service catalogue 确保所有的运营服务都记录在服务目录中

答案：B

157 Which one of the following is an objective of release and deployment management? 下列哪项是发布和部署管理的目标？

A. To standardize methods and procedures used for efficient and prompt handling of all changes   规范变更处理的方法和程序，使其能能迅速效率地执行

B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS) 为确保所有变更服务资产和配置项（CI ）都被记录在配置管理系统中（CMS）

C. To ensure that the overall business risk of change is optimized 为确保充分优化整体业务风险改革

D. To define and agree release and deployment plans with customers and stakeholders 与客户和利益相关者协商确定发布和部署计划

答案：D

158 Which one of the following statements is CORRECT?下列说法哪一项是正确的？

A. The configuration management system is part of the known error database 配置管理系统是已知错误数据库的一部分

B. The service knowledge management system is part of the configuration management system 服务知识管理系统是配置管理系统的一部分

C. The configuration management system is part of the service knowledge management system 配置管理系统是服务知识管理系统的一部分

D. The configuration management system is part of the configuration management database 配置管理系统是配置管理数据库的一部分

答案：C

159 Implementation of IT1L service management requires the preparation and planning of the effective and efficient use of "the four Ps." What are these four Ps?
ITIL服务管理的实施需要准备和规划以便有效地利用了"四个P"。这"四个P" 是什么？

A. People, process, partners, performance 人，进程，合作伙伴，绩效

B. Performance, process, products, problems 绩效，进程，产品，问题

C. People, process, products, partners 人，进程，产品，合作伙伴

D. People, products, perspective, partners 人，产品，愿景，合作伙伴

答案：C 与第七题重复

160 Which of the following should IT service continuity strategy be based on?
IT 服务连续性策略应基于以下哪些项？

1 。Design of the service metrics   服务指标的设计
2 。Business continuity strategy   业务连续性战略
3 。Business impact analysis (BIA)   业务影响分析（BIA ）
4 。Risk assessment   风险评估

A. 1, 2 and 4 only   仅 1，2 和 4
B. 1, 2 and 3 only   仅 1 ，2 和 3
C. 2, 3 and 4 only   仅 2 ，3 和 4
D. 1, 3 and 4 only   仅 1 ， 3 和 4

答案：C

161.What is the BEST description of an operational level agreement (OLA)?
执行级别协议（ OLA）的最佳描述是哪一项？

A. An agreement between the service provider and another part of the same organization 是服务提供者和其相同组织的其他部门间的协议

B. An agreement between the service provider and an external organization 是服务提供商和外部组织之间的协议

C. A document that describes to a customer how services will be operated on a day-to-day basis 是为客户描述服务日常服务执行方式的文件

D. A document that describes business services to operational staff 是为执行人员描述商业服务的文件

答案：A

162.Which one of the following generates demand for services?
下列哪一项会产生服务需求？

A. Infrastructure trends　　　　　　　　基础设施发展趋势
B. Patterns of business activity (PBA)　　商业活动模式（ PBA ）
C. Cost of providing support　　　　　　提供支持的成本
D. Service level agreements (SLA)　　　　服务级别协议（SLA ）

答案：B

163.Which one of the following is an objective of service transition?
服务转型的目标是什么？

A. To negotiate service levels for new services 为新的服务协定服务水平

B. To ensure that service changes create the expected business value
为了确保服务的转型能创造预期的商业价值

E. To minimize the impact of service outages on day-to-day business activities
为了最大限度地减少日常业务活动的服务中断影响

D. To plan and manage entries in the service catalogue 策划和管理服务目录中的条目

答案：B

164. Which one of the following is the BEST definition of an event?
下列哪一项是事件的最佳定义？

A. Any change of state that has significance for the management of a configuration item (CI) or IT service 任何对配置项（ CI）或 IT 服务管理具有重要的意义的状态变化

B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
IT 服务的意外中断或质量下降

F. The unknown cause of one or more incidents that have an impact on an IT service
对 IT 服务产生影响的一个或多个事故的未知原因

D. Reducing or eliminating the cause of an incident or problem 减少或消除事故或问题的原因

答案：A　（B 项为事故的定义）

165.Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?
服务生命周期中，服务运营阶段的目的的最佳描述是哪一项？

A. To decide how IT will engage with suppliers during the service lifecycle 在服务生命周期中，决策如何使 IT 与其供应商建立友好关系

B. To proactively prevent all outages to IT services 主动地防止一切 IT 服务中断

C. To design and build processes which will meet business needs 设计和构建能满足业务需求的流程

D. To deliver and manage IT services at agreed levels to business users and customers 在已协定的（服务）水平内，为业务用户及客户提供和管理 IT 服务

答案：D 与 146 重复

166. Which one of the following is the BEST description of a major incident?
下列哪项是**重大事故**的最佳描述？

A. An incident which is so complex that it requires root cause analysis before a workaround can be found（**重大事故指**） 在找到解决方案前，需要分析其根本原因的复杂事故

B. An incident which requires a large number of people to resolve 需要大量的人来解决的

事故

C. An incident logged by a senior manager 高级经理记录的事故

D. An incident which has a high priority or a high impact on the business 具有高优先级或对业务有很大影响的事故

答案：D

167. Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

下列哪项可用性管理活动是主动响应的，而不是（被动）响应的？

1 . Monitoring system availability 监控系统的可用性

2 . Designing availability into a proposed solution 将可用性（设想）设计成一个提议的解决方案

A. None of the above 都不是

B. Both of the above 两个都是

C. 1 only 只有 1

D. 2 only 只有 2

答案：D

168.Which one of the following would NOT involve event management?

下列哪一个不涉及事件管理？

A. Intrusion detection 入侵检测

B. Recording and monitoring environmental conditions in the data centre
记录和监控数据中心的环境条件

C. Recording service desk staff absence 记录服务台员工缺勤信息

D. Monitoring the status of configuration items 监测配置项状态

答案：C

169 The multi-level SLA' is a three-layer structure. Which one of the following layers is NOT part of this type of SLA? 多级SLA是一个三层结构。下列哪一层是不是这类SLA结构的一部分？

A. Customer level 客户层

B. Service level 服务层

C. Corporate level 公司层

D. Configuration level 配置层

答案：D

170 Which processes are responsible for the regular review of underpinning contracts?
以下哪项进程负责基础合同的定期审查？

A. Supplier management and service level management 供应商管理和服务级别管理

B. Supplier management and change management 供应商管理和变更管理

C. Availability management and service level management 可用性管理和服务级别管理

D. Supplier management and availability management. 供应商管理和可用性管理

答案：A

171 Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?
以下哪一进程负责控制、记录和报告 IT 基础设施的组成部分间的关系？

A. Service level management 服务级别管理

B. Change management 变更管理

C. Incident management　　　　　　事故管理

D. Service asset and configuration management 服务资产和配置管理

答案：D

172　Which one of the following activities is NOT part of the Deming Cycle?
以下活动哪一项不是戴明环的一部分？

A. Act　　　　　处理
B. Plan　　　　计划
C. Do　　　　　实施
D. Co-ordinate　统筹

答案：D

（百度图片：戴明环 Plan Do Check Act ）

173 Which one of the following is the BEST description of a service level agreement (SLA)? 下列哪一项是服务级别协议（SLA）的最佳描述？

A.　The part of a contract that specifies the responsibilities of each party
　　合同内明确说明双方责任的部分

B.　An agreement between the service provider and an internal organization
　　服务提供商和内部组织间的协议

C.　An agreement between a service provider and an external supplier
　　服务提供者和外部供应商间一个协议

D.　An agreement between the service provider and their customer
　　服务提供商和其客户间一项协议

答案：D

174 Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle? 下列哪项是服务生命周期的服务策略阶段的目标？

1. Providing an understanding of what strategy is 解释策略的含义

2．Ensuring a working relationship between the customer and service provider
　　确保客户和服务提供者之间的有效关系

3．Defining how value is created 定义如何价值创造

A.　1 only 仅 1

B.　2 only 仅 2

C.　3 only 仅 3

D. All of the above 以上皆是

答案：D

175 In which of the following areas would ITIL complementary guidance provide assistance? ITIL 的补充指导在下列哪些领域提供援助？

1. Adapting best practice for specific industry sectors　针对特定行业，采纳典范做法

2. Integrating ITIL with other operating models ITIL　将 ITIL 与其他运营模式集成

A. Both of the above　　　都是

B. Neither of the above　　都不是

C. Option 1 only　　　　　　选项　1

D. Option 2 only　　　　　　选项　2

答案：A

176 **Which one of the following is the BEST description of a service-based service level agreement (SLA)?** 对于基于服务的服务等级协议（SLA），下列哪一项是其最佳描述？

A. An agreement with an individual customer group, covering all the services that they use 一个个人客户群的协议，该协议涵盖了他们使用的所有服务

B. An agreement that covers one service for a single customer
　　该协覆盖了议单一客户单项服务

G. An agreement that covers service specific issues in a multi-level　SLA　structure
　　该协议覆盖了多层次的 SLA 结构中的服务

H. An agreement that covers one service for all customers of that service
　　该协议覆盖了一项针对所有客户的服务

答案：D

177.Which one of the following activities would be performed by access management? 访问管理执行以下哪一个活动？

A. Providing physical security for staff at data centers and other buildings
　　在数据中心等建筑内，提供工作人员的保安工作

B. Managing access to computer rooms and other secure locations 计算机房等安全地点的访问管理

C. Managing access to the service desk　服务台的访问管理

D. Managing the rights to use a service or group of services 使用一个服务或一组服务的权限管理

答案：D

178 .Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle? 服务生命周期中服务运营阶段，下列进程列表，哪一项是正确？

A. Event management, incident management, problem management, request fulfillment, and access management 事件管理，事故管理，问题管理，请求履行，访问管理

B. Event management, incident management, change management, and access management 事件管理，事故管理，变更管理和访问管理

C. Incident management, problem management, service desk, request fulfillment, and event management 事故管理，问题管理，服务台，请求履行和事件管理

D. Incident management, service desk, request fulfillment, access management, and event managemen 事故管理，服务台，请求履行，访问管理和事件管理

答案：A

179 **Which of the following activities are performed by a desk?**
　　　　以下哪项活动是由服务台执行？

1.Logging details of incidents and service requests　记录事件和服务请求的详细信息
2.Providing first-line investigation and diagnosis　提供了一线调查和诊断
3.Restoring service　　　　　　　　　　　　　恢复服务
4.Implementing all standard changes　　　　　实现所有标准变化

A. All of the above　　　　所有上述的
B. 1, 2 and 3 only　　　　1 ，2 和 3

C. 2 and 4 only   2 和 4

D. 3 and 4 only   3 和 4

答案：B

   180   Who is responsible for defining metrics for change management?

          谁是负责定义指标变更管理？

A. The change management process owner   变更管理流程负责人

B. The change advisory board (CAB)   变更顾问委员会（CAB ）

C. The service owner   服务拥有者

D. The continual service improvement manager   服务改进经理

答案：A

   181   **Which of the following are within the scope of service asset and configuration management?**   下列哪项是在服务资产和配置管理的范围之内？

1. Identification of configuration items (CIs)   配置项标识（CIS）

2 .Recording relationships between CIs   CI 之间的关系记录

3 .Recording and control of virtual CIs   虚拟 CI 记录和控制

4.Approving finance for the purchase of software to support service asset and configuration management   为支持服务资产和配置管理，提供资金购买软件；

A. 1, 2 and 3 only   仅 1 ，2 和 3

B. All of the above   上述所有的

C. 1, 2 and 4 only   仅 1，2 和 4

D. 3 and 4 only   仅 3 和 4

答案：A