Q&A

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Question: 562

Which dimension considers how knowledge assets should be protected?
A . Organizations and people
B . Partners and suppliers
C . Information and technology
D . Value streams and processes

Answer: C

Question: 563

Which guiding principle recommends standardizing and streamlining manual tasks?
A . Optimize and automate
B . Collaborate and promote visibility
C . Focus on value
D . Think and work holistically

Answer: A

Question: 564

What are 'engage', 'plan' and 'improve' examples of?
A . Service value chain activities
B . Service level management
C . Service value chain inputs
D . Change control

Answer: A

Question: 565

Which is included in the purpose of the 'design and transition' value chain activity?
A . Ensuring that service components are available when needed
B . Providing transparency and good stakeholder relationships
C . Supporting services according to specifications
D . Continually meeting stakeholder expectations for costs

Answer: D

Question: 566

Which describes a set of defined steps for implementing improvements?
A . The 'improve' value chain activity
B . The 'continual improvement register'
C . The 'continual improvement model'

D . The 'engage' value chain activity

Answer: C

Question: 567

Ann, a member of the finance department at a large corporation, has submitted a suspicious email she received to the information security team. The team was not expecting an email from Ann, and it contains a PDF file inside a ZIP compressed archive. The information security learn is not sure which files were opened. A security team member uses an air-gapped PC to open the ZIP and PDF, and it appears to be a social engineering attempt to deliver an exploit.

Which of the following would provide greater insight on the potential impact of this attempted attack?
A . Run an antivirus scan on the finance P
C . Use a protocol analyzer on the air-gapped P
E . Perform reverse engineering on the document.
F . Analyze network logs for unusual traffic.
G . Run a baseline analyzer against the user's computer.

Answer: C

Question: 568

What is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks?
A . Service management
B . Continual improvement
C . A service
D . An IT asset

Answer: C

Question: 569

Which is NOT a component of the service value system?
A . The guiding principles
B . Governance
C . Practices
D . The four dimensions of service management

Answer: D

Question: 570

Which statement about emergency changes is CORRECT?
A . The testing of emergency can be eliminated in order to implement the change quickly
B . The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly

C . Emergency changes should be authorized and implemented as service requests
D . Emergency changes must be fully documented before authorization and implementation

Answer: B

Question: 571

Which is a key requirement for a successful service level agreement?
A . It should be written in legal language
B . It should be simply written and easy to understand
C . It should be based on the service provider's view of the service
D . It should relate to simple operational metrics

Answer: B

Question: 572

Which guiding principle recommends eliminating activities that do not contribute to the creation of value?
A . Start where you are
B . Collaborate and promote visibility
C . Keep it simple and practical
D . Optimize and automate

Answer: C

Question: 573

What is a recommendation of the 'focus on value' guiding principle?
A . Make 'focus on value' a responsibility of the management
B . Focus on the value of new and significant projects first
C . Focus on value for the service provider first
D . Focus on value at every step of the improvement

Answer: D

Question: 574

Which is a service request?
A . Requesting a workaround for an issue
B . Requesting information about how to create a document
C . Requesting an enhancement to an application
D . Requesting investigation of a degraded service

Answer: B

Question: 575

Which is NOT a component of the service value system?
A . The guiding principles
B . Governance
C . Practices
D . The four dimensions of service management

Answer: D

Question: 576

Which is part of service provision?
A . The management of resources configured to deliver the service
B . The management of resources needed to consume the service
C . The grouping of one or more services based on one or more products
D . The joint activities performed to ensure continual value co-creation

Answer: A

Question: 577

Which practice has a purpose to support the quality of the service by handling all agreed user initiated service requests?
A . Change control
B . IT asset management
C . Service desk
D . Service request management

Answer: D

Question: 578

When should a full risk assessment and authorization be carried out for a standard change?
A . Each time the standard change is implemented
B . When the procedure for the standard change is created
C . At least once a year
D . When an emergency change is requested

Answer: B

Question: 579

Which statement about outcomes is CORRECT?
A . An outcome can be enabled by more than one output
B . Outcomes are how the service performs

C . An output can be enabled by one or more outcomes
D . An outcome is a tangible or intangible activity

Answer: A

Question: 580

What is warranty?
A . Assurance that a product or service will meet agreed requirements
B . The amount of money spent on a specific activity or resource
C . The functionality offered by a product or service to meet a particular need
D . The perceived benefits, usefulness and importance of something

Answer: A

Question: 581

Which practice has a purpose that includes ensuring that risks have been properly assessed?
A . Service configuration management
B . Problem management
C . Service level management
D . Change control

Answer: D

Question: 582

Which statement about a 'continual improvement register' is CORRECT?
A . It should be managed at the senior level of the organization
B . It should be used to capture user demand
C . There should only be one for the whole organization
D . It should be re-prioritized as ideas are documented

Answer: D

Question: 583

Which is included in the purpose of the 'design and transition' value chain activity?
A . Ensuring that service components are available when needed
B . Providing transparency and good stakeholder relationships
C . Supporting services according to specifications
D . Continually meeting stakeholder expectations for costs

Answer: D

Question: 584

Which statement about service desks is CORRECT?
A . The service desk should work in close collaboration with support and development teams
B . The service desk should rely on self-service portals instead of escalation to support teams
C . The service desk should remain isolated from technical support teams
D . The service desk should escalate all technical issues to support and development teams

Answer: A

Question: 585

Which statement about the steps to fulfill a service request is CORRECT?
A . They should be complex and detailed
B . They should be well-known and proven
C . They should include incident handling
D . They should be brief and simple

Answer: B

Question: 586

Which statement about emergency changes is CORRECT?
A . The testing of emergency can be eliminated in order to implement the change quickly
B . The assessment and authorization of emergency changes is expedited to ensure they can be implemented quickly
C . Emergency changes should be authorized and implemented as service requests
D . Emergency changes must be fully documented before authorization and implementation

Answer: B

Question: 587

What are 'engage', 'plan' and 'improve' examples of?
A . Service value chain activities
B . Service level management
C . Service value chain inputs
D . Change control

Answer: A

Question: 588

Which practice coordinates the classification, ownership and communication of service requests and incidents?
A . Supplier management
B . Service desk
C . Problem management

D . Relationship management

Question: 589

Which practice updates information relating to symptoms and business impact?
A . Service level management
B . Change control
C . Service request management
D . Incident management

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