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QUESTION NO: 1
Which one of the following is the BEST description of a service level agreement (SLA)?

A. The part of a contract that specifies the responsibilities of each party
B. An agreement between the service provider and an internal organization
C. An agreement between a service provider and an external supplier
D. An agreement between the service provider and their customer

Answer: D


QUESTION NO: 2
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A


QUESTION NO: 3
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?

A. Implementing service and process improvements
B. Reviewing measurements and metrics
C. Creating a baseline
D. Defining measurable targets

Answer: D


QUESTION NO: 4
What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management

B. Emergency change advisory board

C. Urgent change board

D. Urgent change authority

Answer: B

QUESTION NO: 5

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Answer: C