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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 team 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

Answer: B

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

Answer: D

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