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Questions & Answers PDF

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Question: 1

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

A. Progress iteratively with feedback
B. Keep is simple and practical
C. Start where you are
D. Focus on value

Answer: C

Question: 2

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: 3

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: 4

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: 5

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

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