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Exam : **BH0-001**

Title : IT Service Management
Foundation

Version : DEMO

1. With which of the following processes is Problem Management least likely to interface on a regular basis?

- A. IT Financial Management
- B. Change Management
- C. Incident Management
- D. Availability Management

Answer: A

2. Which of the following places Problem Management activities in the correct order:

- A. Identify and record, classify, investigate and diagnose, raise an RFC, review the change
- B. Investigate and diagnose, raise an RFC, classify, identify and record
- C. Identify and record, investigate and diagnose, raise an RFC, classify, review the change
- D. Review a change, classify, identify and record, investigate and diagnose, raise another RFC

Answer: A

3. Which of the following activities may, exceptionally, be omitted for an urgent change:

- 1. Recording that the change has been made
- 2. Testing the change
- 3. Holding a CAB meeting
- 4. Establishing a back-out plan

- A. All of them
- B. 2 and 4
- C. 2 and 3
- D. 3 and 4

Answer: C

4. Why is Service Management so important to IT service providers?

- A. The success of many businesses depends upon the quality of their IT
- B. It's the only way to manage IT in the Internet age
- C. It's contained within the IT Infrastructure Library
- D. It's the first non-proprietary initiative for the management of IT systems

Answer: A

5. Which of the following is NOT the responsibility of the Release Management process?

- A. The physical aspects of software control
- B. Ensuring that the accuracy of CMDB entries concerning software CIs is maintained
- C. Helping to determine the software release policy
- D. Distributing software

Answer: B

6.A service-based (rather than a customer-based) SLA:

- A. Covers all services for a particular customer
- B. Covers a set of similar services, for a single customer
- C. Covers all services
- D. Covers a single service, for all of the customers of that service

Answer: D

7.Possible problems with Change Management include:

- A. Greater ability to absorb a large volume of change
- B. Increased visibility and communication of changes
- C. Lack of ownership of impacted services
- D. Better alignment of IT services to actual business needs

Answer: C

8.Which of these is/are TRUE?

- 1. Functional escalation is an essential part of the Incident Management process
- 2. All calls to the Service Desk should be treated as incidents
- 3. Service Requests can be handled by Service Desk Staff

- A. 1 and 3
- B. All three of them
- C. Only 1
- D. 1 and 2

Answer: A

9.Who must always authorise a Request for Change before the change is built and tested?

- A. The Configuration Manager
- B. The Change Initiator
- C. The Change Manager
- D. Release Management

Answer: C

10.Why is there sometimes conflict between the goals of Incident Management and those of Problem Management?

- A. Because specialist support staff do not properly document the work-arounds they identify which consequently prevents the 1st line support staff from applying them the next time the incident occurs
- B. Because Problem Management is often carried out by technical staff who also have operations responsibilities and who cannot allocate enough resources to problem solving
- C. Because Problem Management is focusing on identifying permanent solutions and therefore the speed with which these solutions are found is of secondary importance
- D. Because Problem Management staff rarely give feedback spontaneously, forcing the 1st line support staff to chase them

Answer: C