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Exam: **BH0-009**

Title :   ITSM Foundation Certificate in Problem & Incident Management

Version : DEMO

1.Which of the following activities would initially help identify how green an organisation currently is?

A. Developing a Stakeholder Map.

B. Drafting an action register.

C. Holding a fact-finding workshop.

D. Creating a carbon accounting system.

Answer: C

2.In the Balance of Consequences, which of the consequence types should be used first to drive behavioural change?

a)Immediate Positive.

b)Immediate Negative.

c)Delayed Positive.

d)Delayed Negative.

A.a and b.

B.c and d.

C.a only.

D.b only.

Answer: C

3.When confirming the most probable cause, you should choose methods that are

A.Easiest, quickest, cheapest, safest, surest.

B.Things that you can do right now.

C.Acceptable to everyone who will be involved.

D.Able to be done experimentally i.e.not in live.

Answer: A

4.In Decision Analysis, actions to reduce risk:

a)Take a great amount of planning.

b)Can be done quickly and simply.

c)Should only be done when the risks are high.

d)Should bring risk to an acceptable level.

A.a and b.

B.b and d.

C.c only.

D.d only.

Answer: B

5.The purpose of the problem specification is:

a.To document a factual description of the problem.

b.To show the boundaries of the problem.

c.To help eliminate possible causes.

d.To help identify distinctions.

A.a and c.

B.a, b and c.

C.b and d.

D.All of the above

Answer: D

6.Why are Turnaround Questions used when developing a problem specification?

A.To drill down to the most specific answer.

B.To get lots of information.

C.When you stop making progress

D.To involve more people.

Answer: A

7.Once you have found the cause of a problem, you should use Think Beyond the Fix to prevent recurrence.What are two ways to Think Beyond the Fix?

A.Extend the cause, extend the fix.

B.Identify likely causes, take preventive action.

C.Identify distinctions, identify changes.

D.Identify likely effects, plan contingent action.

Answer: A

8.When generating alternatives why is an expanded number of choices desirable?

A.To make sure any 'pet' alternatives are considered.

B.To increase the chances of picking a winner.

C.To ensure a complete, balanced set of alternatives.

D.To ensure the recommendation gets approved.

Answer: C

9.When looking at the Performance System, which is the correct sequence?

A.Situation, Performer, Response, Feedback, Consequences.

B.Consequences, Feedback, Situation, Performer, Response.

C.Situation, Performer, Response, Consequences, Feedback.

D.Performer, Feedback, Situation, Consequences, Response.

Answer: C

10.Which of the following activities is NOT part of Situation Appraisal?

A.Identify concerns.

B.Set priority.

C.Identify possible causes.

D.Plan involvement.

Answer: C