Exam Number :   BH0-001

Exam Name   : IT Service
            Management Foundation

Version :   Demo

1. Which of the following activities is NOT associated with proactive prevention of Problems?

A. Problem Classification

B. Problem Trend Analysis

C. Targeting Support Action

D. Providing information about potential problems to the organisation

Answer: A

2. Following the release of a software upgrade to fix a Known Error, which process is responsible for ensuring that the CMDB is updated correctly?

A. Change Management

B. Problem Management

C. Release Management

D. Configuration Management

Answer: D

3. For which of the following activities is the Service Desk NOT responsible?

A. Escalation

B. Categorisation and prioritisation

C. Impact analysis

D. Root cause identification

Answer: D

4. Which of these is a short-term benefit of introducing Service Level Management?

A. Less calls to the Service Desk

B. Cost of IT services is reduced

C. Customer requirements are established

D. Significant improvements in service levels

Answer: C

5. Which of these statements is correct?

1 Effective Change Management ensures that urgency and impact are used to make decisions on the scheduling of Changes

2 Change Management controls all aspects of the change process

A. Both of them

B. 1 only

C. 2 only

D. Neither of them

Answer: A

6. Which process is responsible for identifying and recording the root cause of an Incident that leads to a reduction of service availability?

A. Incident Management

B. Availability Management

C. Problem Management

D. Service Level Management

Answer: C

7. Service Management can best be described as:

A. The advancement of the business through sound technology

B. The advancement of the business through quality IT services

C. The better use of technology through partnership with the business

D. The better deployment of support resources to recover costs

Answer: B

8. The process to implement SLAs comprises the following activities in which sequence?

A. Draft SLAs, review Underpinning Contracts and OLAs, negotiate, catalogue service levels, agree SLAs

B. Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs

C. Review Underpinning Contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs

D. Draft SLAs, catalogue services, review Underpinning Contracts and OLAs, establish SLRs, negotiate, agree SLRs

Answer: B

9. In ITSCM, Risk Analysis has three elements used in the calculation to establish risk, which of the following is NOT one of them?

A. Asset

B. Threat

C. Impact

D. Vulnerability

Answer: C

10. When building a Cost Model, the cost of providing licences for users to access programs from their PCs would be included in:

A. Software costs

B. Hardware costs

C. People costs

D. Documentation costs

Answer: A