#### QUESTION 1

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

#### Answer: A QUESTION 2

What is a RACI model used for?

- A. Defining roles and responsibilities
- B. Monitoring services
- C. Performance analysis
- D. Recording Configuration Items

# Answer: A QUESTION 3

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

#### Answer: A QUESTION 4

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

#### Answer: A QUESTION 5

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

#### Answer: B QUESTION 6

Which of these statements about Service Desk staff is CORRECT?

A. Service Desk staff should be recruited from people who have high levels of technical skill tominimize the cost of training them

B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles

C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

#### Answer: B QUESTION 7

Which of the following statements is INCORRECT?

A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)

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**Daniel Carter** 

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