

BH0-001

ISEB

IT Service Management Foundation

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QUESTION 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

QUESTION 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

QUESTION 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

QUESTION 4:

Why is Service Management so important to IT service providers?

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