

## Other Practice

1. Which ITIL practice has the purpose to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels?

- A. Supplier management
- B. Change control
- C. Relationship management
- D. Service desk

C

2. Which practice has a purpose that includes managing risks to confidentiality, integrity and availability?

- A. Information security management
- B. Continual improvement
- C. Monitoring and event management
- D. Service level management

A

3. Which practice has the purpose of ensuring that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services?

- A. Release management
- B. Supplier management
- C. Service management
- D. Relationship management

B

4. Which practice is responsible for moving new or changed components to live or other environments?

- A. Release management
- B. Deployment management
- C. Change enablement
- D. Supplier management

B

5. Which is a purpose of release management?

- A. To protect the organization's information
- B. To handle user-initiated service requests
- C. To make new and changed services available for use
- D. To move hardware and software to live environments

C

6. What is a configuration item?

- A. Any financially valuable component that can contribute to the delivery of an IT product or service
- B. Any change of state that has significance for the management of a service
- C. Any component that needs to be managed in order to deliver an IT service
- D. A problem that has been analysed but has not been resolved

C

7. What is the purpose of the 'monitoring and event management' practice?

- A. To restore normal service operation as quickly as possible
- B. To manage workarounds and known errors
- C. To capture demand for incident resolution and service requests
- D. To systematically observe services and service components

D

8. What is the purpose of the 'deployment management' practice?

- A. To make new and changed services and features available for use
- B. To move new or changed components to live environments
- C. To plan and manage the full lifecycle of all IT assets
- D. To protect the information needed by the organization to conduct its business

B

9. What is defined as any financially valuable component that can contribute to the delivery of a service?

- A. Configuration item
- B. Product
- C. IT asset
- D. Event

C

10. Which practice has a purpose that includes managing risks relating to confidentiality, integrity and availability?

- A. Change enablement
- B. Problem management
- C. Information security management
- D. Service configuration management

C