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