



## **BH0-001**

**(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:**

- Recording that the change has been made
- Testing the change
- Holding a CAB meeting
- 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?**

- A. The success of many businesses depends upon the quality of their IT
- B. It's the only way to manage IT in the Internet age
- C. It's contained within the IT Infrastructure Library
- D. It's the first non-proprietary initiative for the management of IT systems

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Answer: A

Question: 5.

Which of the following is a key component of the IT service management process?

- A. The physical aspects of IT
- B. Ensuring that the IT environment is maintained
- C. Helping to determine the business requirements
- D. Distributing software

Which of the following is a key component of the IT service management process?

maintained

Answer: B

Question: 6.

A service-based (rate-based) contract covers:

- A. Covers all services provided by the provider
- B. Covers a set of services provided by the provider
- C. Covers all services provided by the provider
- D. Covers a single service provided by the provider

Answer: D

Question: 7.

Possible problems with a service-based contract include:

- A. Greater ability to negotiate terms
- B. Increased visibility into service costs
- C. Lack of ownership of the service
- D. Better alignment of service costs with business requirements

Answer: C

# BH0-001 Demo Exam