

All None

Delete and Regrade

Hide Question Details

Description All questions are compulsory

No Negative Marking

No. of Questions:60

Maximum Time 2 hours

- i. Do not access any other website except learn.upes.ac.in
- ii. During exam students will not be allowed to leave the room.
- iii. Mobile phones are not allowed during exam.
- iv. Don't click on submit button during exam if not finished.

Instructions

Total Questions 60
Total Points 100
Number of Attempts 40

Select: Select by Type: - Question Type
Points Update and Regrade

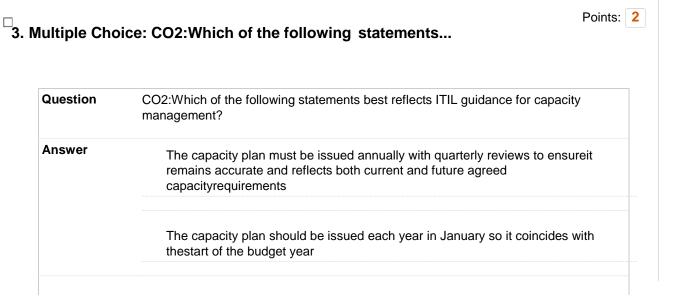
1. Multiple Choice: CO1:Which of the following describes ...

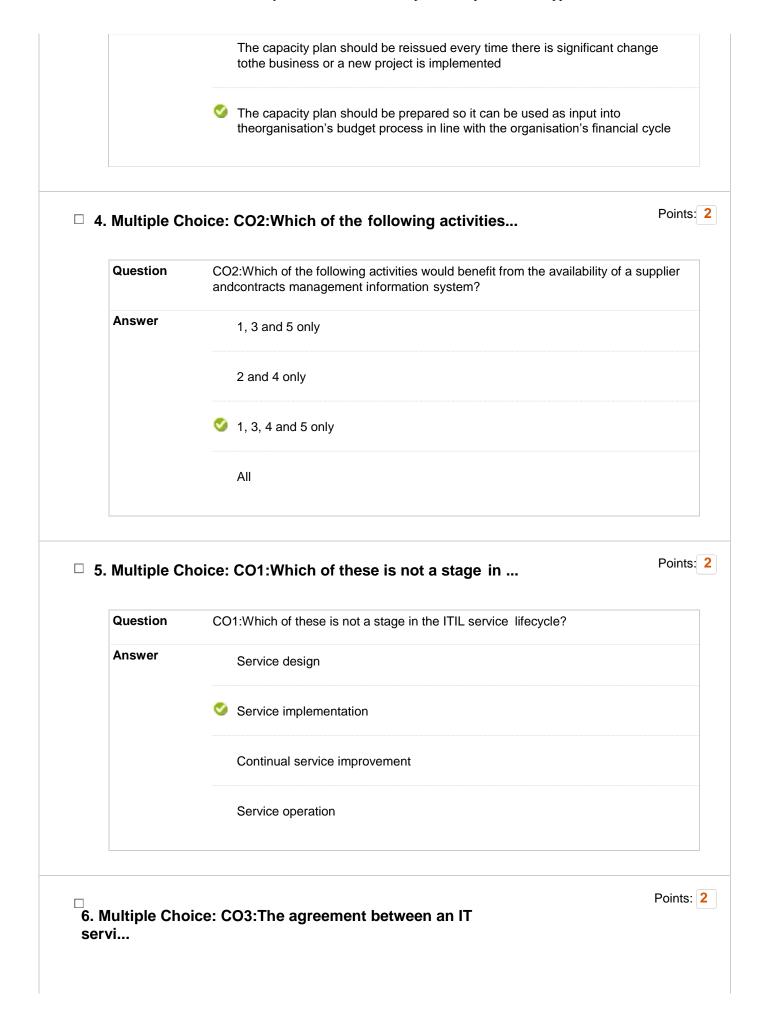
Points: 2

← OK

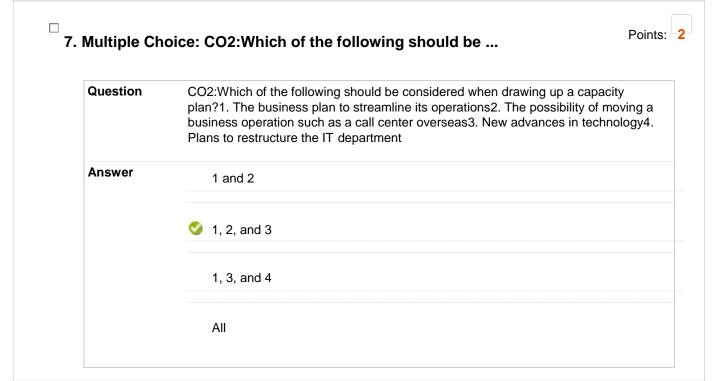
CO1:Which of the following describes a significant difference between a service requestand an incident?
An incident always comes from a user, whereas a service request can originatefrom anyone in an organisation
A service request will sometimes be recorded by the service desk, whereas anincident will always be recorded by the service desk
An incident is unplanned, whereas a service request should usually be planned
A service request will never be escalated, whereas an incident will alwaysbe escalated

Question CO4:Which of the following is NOT an objective of continual service improvement? Answer Identifying, selecting and prioritising market opportunities Improving the cost-effectiveness of delivering IT services Making recommendations for improvements in each lifecycle phase Ensuring applicable quality management methods are employed





Question	CO3:The agreement between an IT service provider and their customers regarding the servicesprovided is called
Answer	Service charter
	Service contract
	Service level agreement
	Service targets



8. Multiple Choice: CO2:An availability plan should consi...

Question CO2:An availability plan should consider the requirements for what period?

Points: 2

Points: 2



9. Multiple Choice: CO4:How is the seven-step improvement...

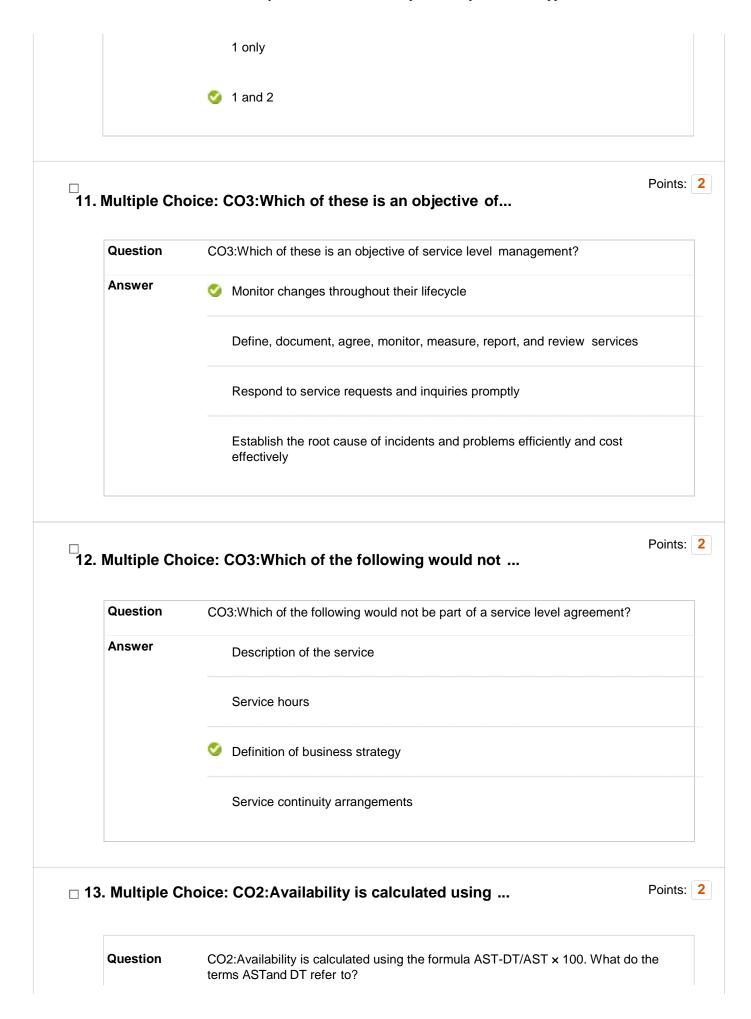
Question	CO4:How is the seven-step improvement process in the continual service improvement lifecyclestage used?
Answer	The seven-step improvement process is used to manage improvement initiatives in linewith business requirements.
	The seven-step improvement process is used to gather, analyze, and present data toassist in decision making.
	The seven-step improvement process is used to format the improvement reports delivered to the business.
	The seven-step improvement process is used to manage the improvement programacross the organization.

10. Multiple Choice: CO3:Which of these statements about g...

CO3:Which of these statements about governance is true?1. Ensures that policies and strategy are actually implemented2. Ensures that required processes are correctly followed3. Ensures that the CAB assesses all changes

1, 2, and 3

2 and 3

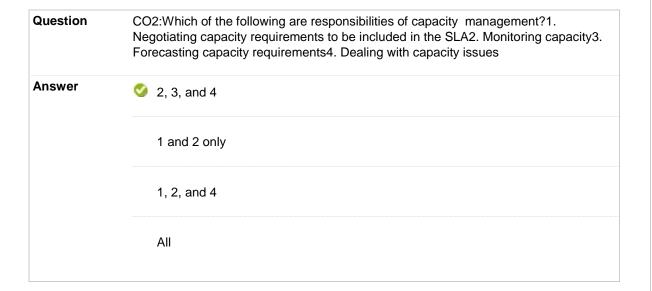


Points: 2

Points: 2



14. Multiple Choice: CO2:Which of the following are respon...



15. Multiple Choice: CO2:Capacity management considers thr...

Question CO2:Capacity management considers three subprocesses. What are they?

Points: 2

Points: 2

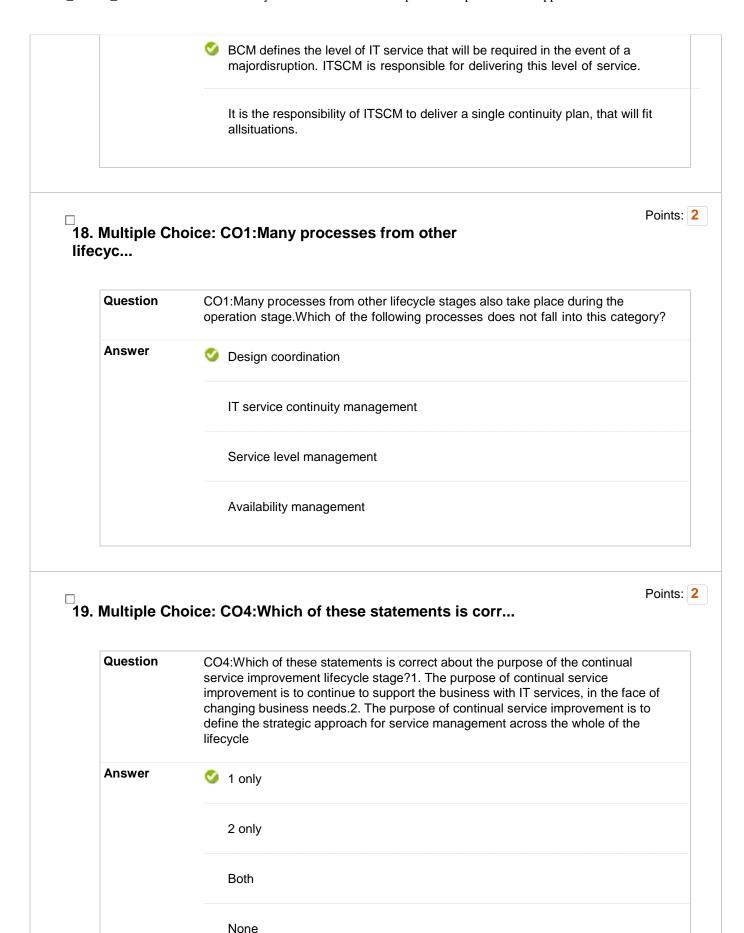


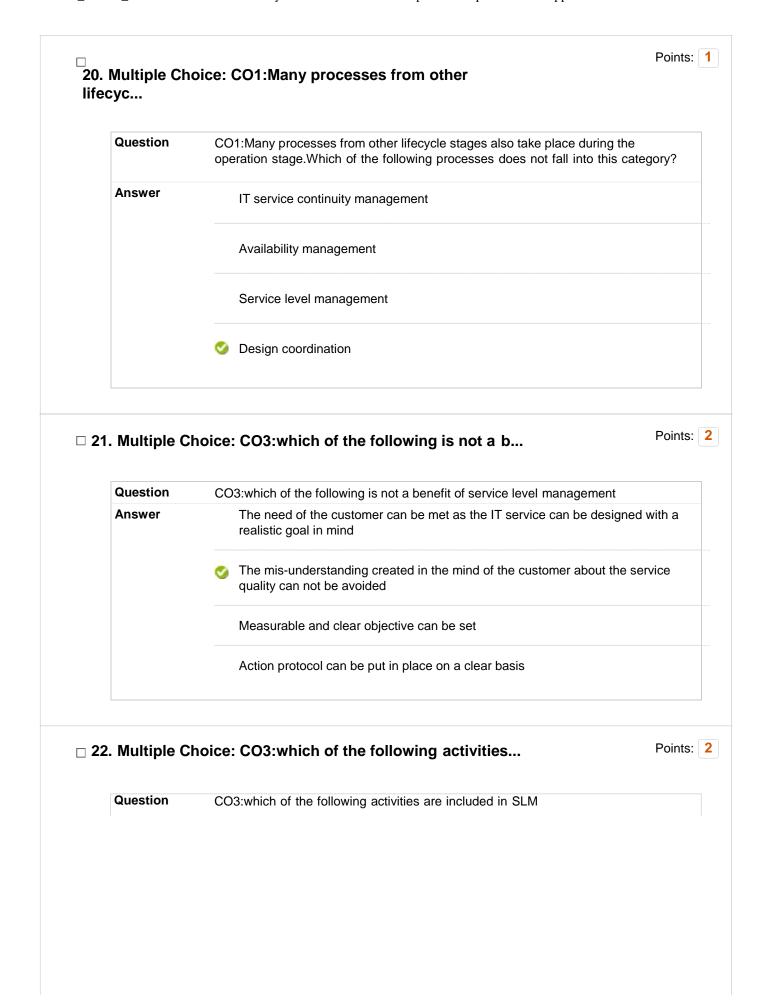
16. Multiple Choice: CO4:Which of the following are respon...

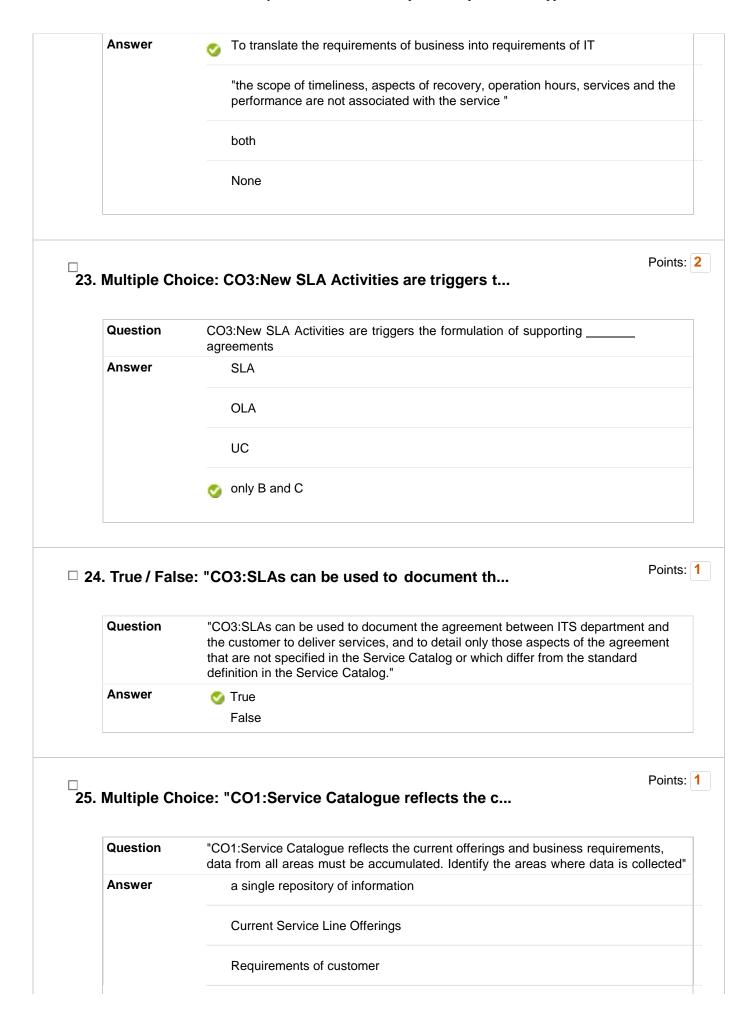
Question	CO4:Which of the following are responsibilities of IT service continuity management?1. Ensuring IT services can continue in the event of a disaster2. Carrying out risk assessments3. Ensuring the business has contingency plans in place in case of a disaster4. Ensuring all IT staff know their role in the event of a disaster
Answer	2, 3, and 4 1, 2, and 4
	1 and 2 only
	All

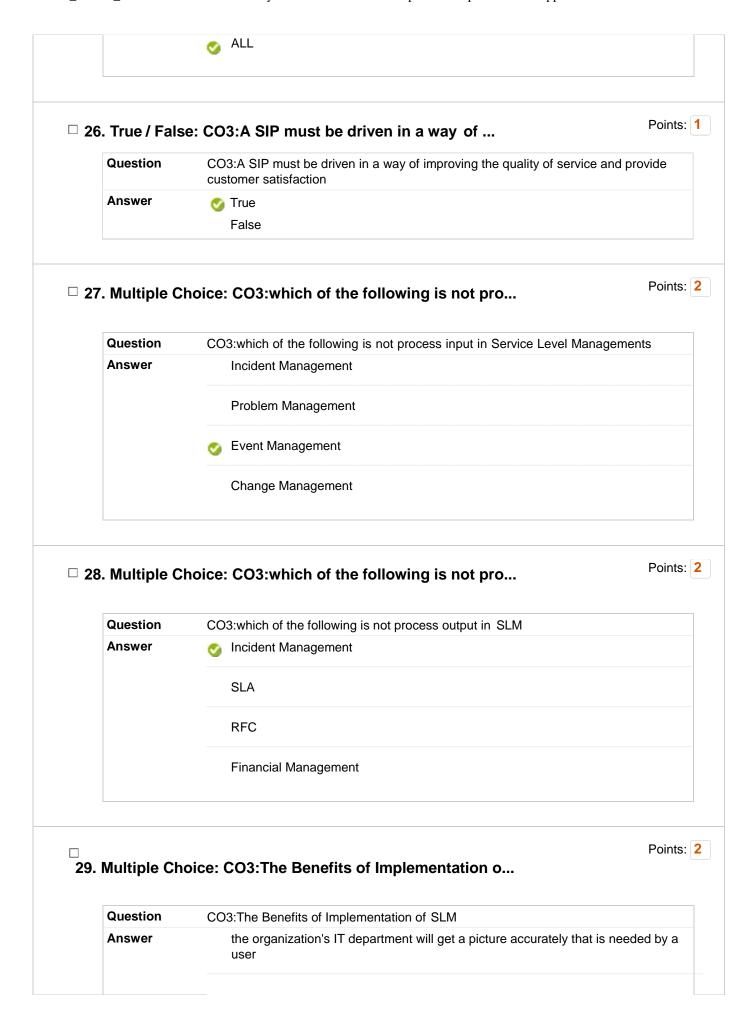
17. Multiple Choice: CO4:Which of the following statements...

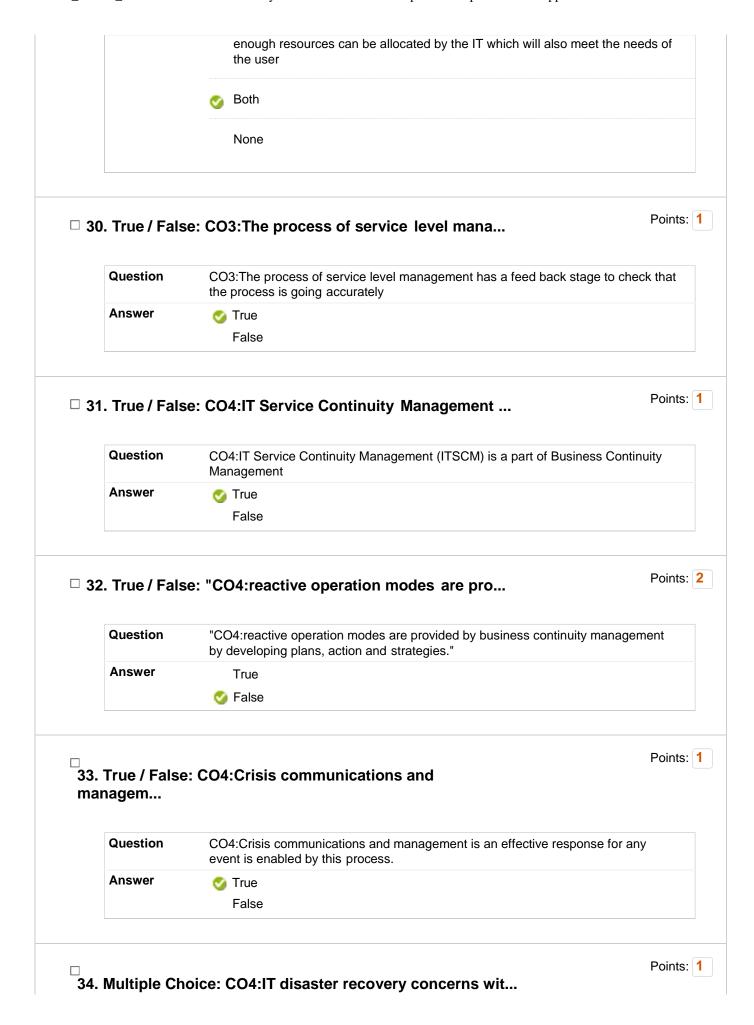
Question	CO4:Which of the following statements about IT Service Continuity Management (ITSCM) isTRUE?
Answer	ITSCM defines the service that can be provided in the event of a major disruption. The business can then plan how it will use the service.
	ITSCM and Business Continuity Management (BCM) have no impact on each other.

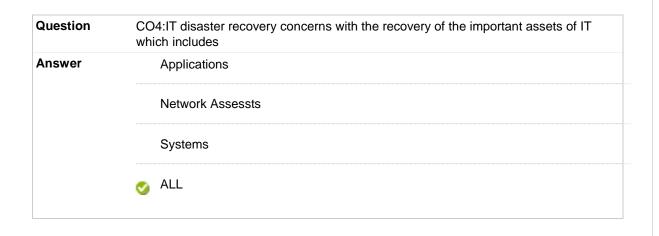










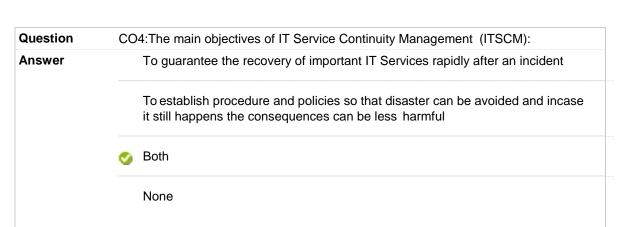


□ 35. Multiple Choice: "CO4:The risks, vulnerabilities and t... Question "CO4:The risks, vulnerabilities and the threat associates are identified by a management process which is known as " **Answer ITSCM BCM**

36. Multiple Choice: CO4:The main objectives of IT Service...

Both

None



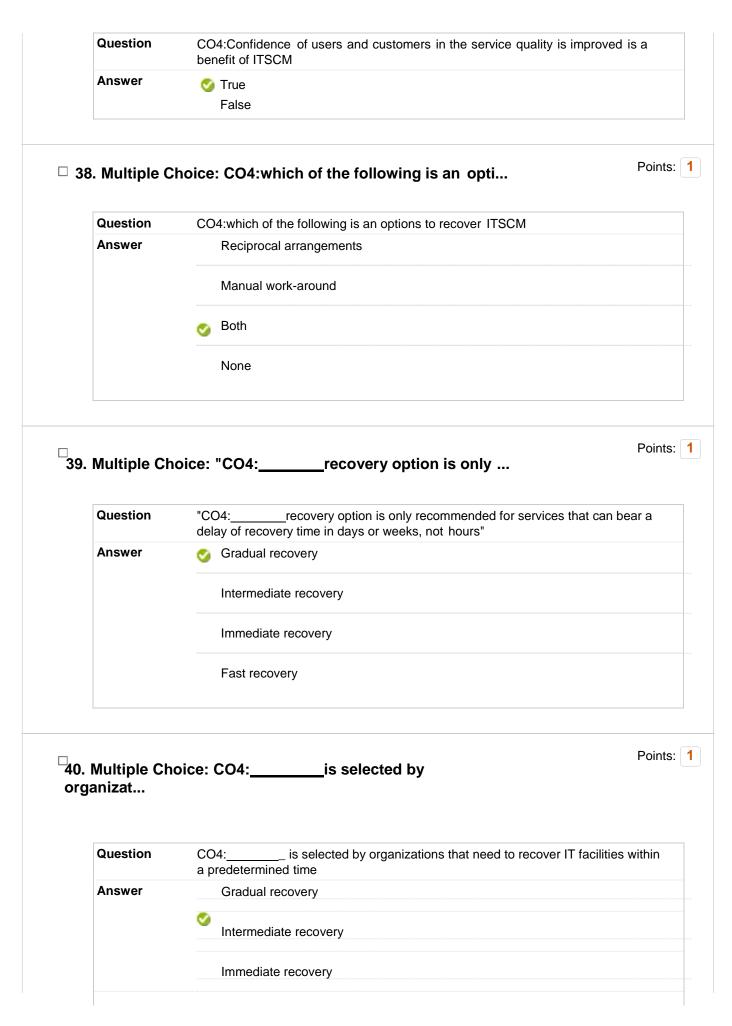
□ 37. True / False: CO4:Confidence of users and customers...

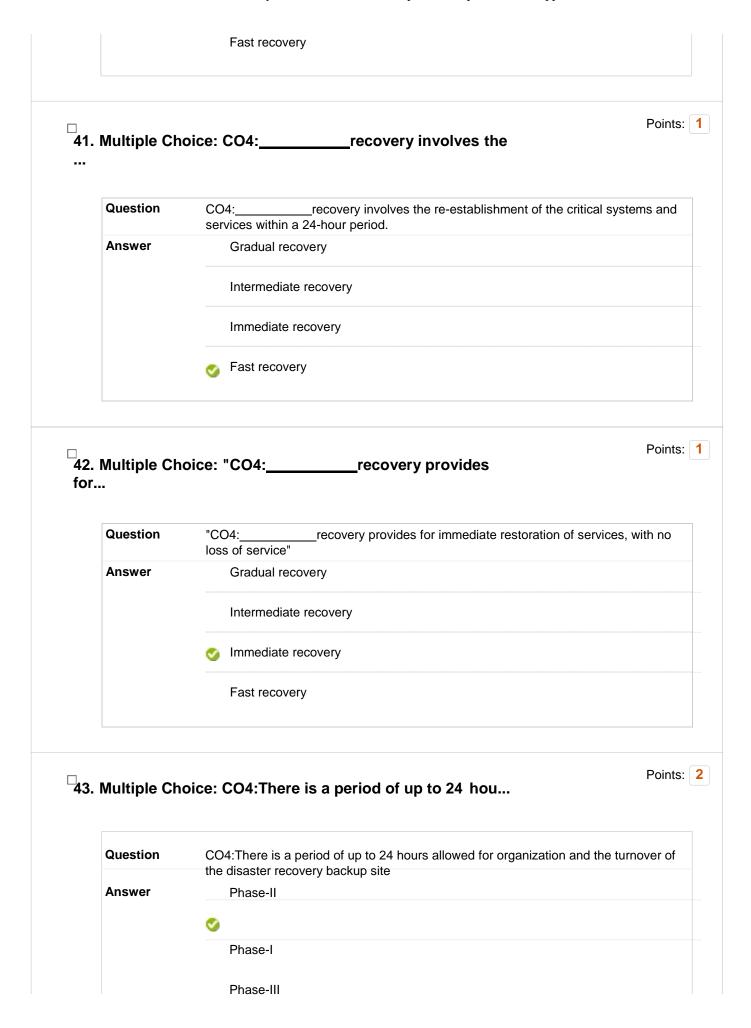
14 of 23 21-Jul-20, 1:58 PM

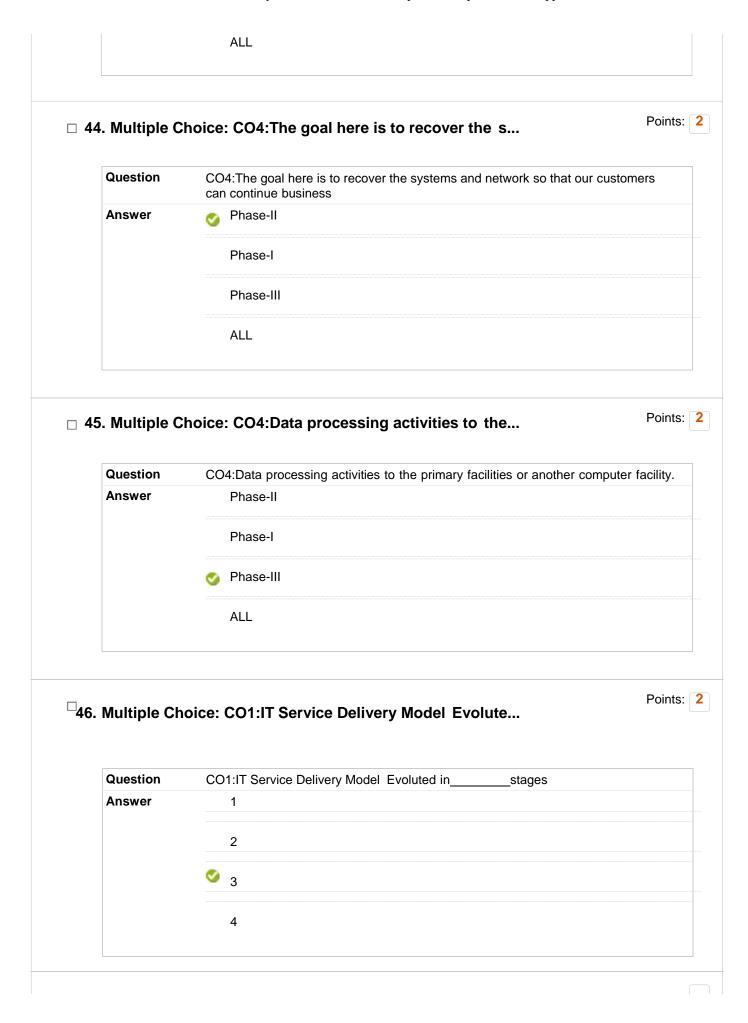
Points: 1

Points: 1

Points: 1



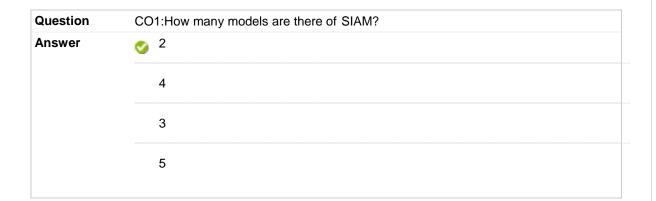




47. Multiple Choice: CO1:Following challenges must be addr...

Question	CO1:Following challenges must be addressed to manage a multi-source environment:
Answer	Customer Confusion
	Inconsistent Quality
	Lack of Business Intelligence
	✓ ALL

48. Multiple Choice: CO1:How many models are there of SIAM?



49. Multiple Choice: CO1:In which model, the service provi...

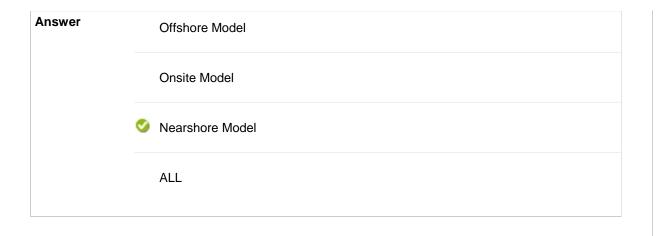
Points: 2

Points: 2

QuestionCO1:In which model, the service provider will have their center near to client's premises and thejob will be distributed between this offsite center and an offshore development centerlocated in a different country?

Points: 2

Points: 2



Question

CO1:In which model, the entire project is accomplished at the service provider's offshoredevelopment center, is located in a different country?

Answer

Clean and prepare sample and review for accuracy, check and correct bad addresses, and obtainmissing phone numbers

Prepare questionnaires for mail and/or telephone administration

Prepare survey letters for mailing

51. Multiple Choice: CO2:which of the following not an element of Availability Management

Answer

Determine Availability Requirement

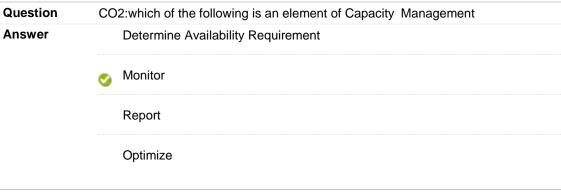
Monitor

Report

Tune & Implementation

 \square 52. Multiple Choice: CO2:which of the following is an ele...

ALL



Question	CO2:Quality aspects for maintaining availability are: reliability, maintainabilit and resilience of the IT services is reponsibility ofelement
Answer	Oetermine Availability Requirement
	Monitor
	Optimize
Multiple Cl	noice: CO2:ITIL Service Delivery area has

