

Question: 1

Which two of these activities comprise the problem management service component in the operate phase? (choose two.)

- A. send a replacement module
- B. schedule a maintenance window
- C. manage the problem
- D. identify the problem
- E. confirm roles and responsibilities

Answer: C, D

Question: 2

Identify a customer support model for the solution is an activity that is part of which service component in the plan phase?

- A. operations readiness assessment
- B. planning project kickoff (deployment project management)
- C. operations plan development
- D. system requirements validation

Answer: A

Question: 3

Which three of these service components are included in the optimize phase? (choose three.)

- A. change management
- B. security administration
- C. technology assessment
- D. operations assessment
- E. operations readiness assessment
- F. security assessment

Answer: C, D, F

Question: 4

Utilizing a trouble ticketing system to track problems is a part of which service component in the operate phase?

- A. operations setup
- B. change management
- C. problem management
- D. systems monitoring

Answer: C

Question: 5

Execute the systems acceptance test plan is an activity that is part of which service component in the implement phase?

- A. phased implementation
- B. acceptance testing
- C. staff training
- D. full system migration

Answer: B