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**ITIL Service Capability Operational Support and Analysis
Exam**

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Question: 1

Which of the following BEST describes the purpose of Event Management?

- A. To detect events, make sense of them and determine the appropriate control action
- B. To monitor interactions and exceptions within the infrastructure
- C. To monitor and control the activities of technical staff
- D. To detect and escalate exceptions to normal service operation

Answer: A

Question: 2

Functions are best described as?

- A. Self-Contained units of organizations
- B. Inter-related activities with a defined goal or output
- C. Closed loop control systems
- D. A team of IT staff who provide a single point of contact for all user communication

Answer: B

Question: 3

Technical Management is NOT responsible for?

- A. Maintenance of the technical Infrastructure
- B. Documenting and maintaining the technical skills required to manage and support the IT Infrastructure
- C. Defining the Operational Level Agreements for the various technical teams
- D. Diagnosis of, and recovery from, technical failures

Answer: C

Question: 4

What is the difference between a Known Error and a Problem?

- A. The underlying cause of a Known Error is known. The underlying cause of a Problem is not known
- B. A Known Error involves an error in the IT infrastructure, A
- C. Problem does not involve such an error.
- D. A Known Error always originates from an Incident. This is not always the case with a Problem
- E. With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.

Answer: A

Question: 5

There have been multiple incidents recorded by the Service Desk. It appears that the network is congested due to multiple connections.

What kind of actions should the Service Desk analyst take in this instance?

- A. They should ask the Capacity Manager to expand the capacity of the network
- B. They should ask the Problem Manager to look into the problem right away
- C. They should ask the Security Manager to check whether too many authorizations may have been issued.
- D. They should ask the Service Level Manager to revise the Service Level Agreements (SLA) with a decreased availability target

Answer: B

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