


ITIL

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[What are the two functions in IT Operations Management?](#)

- A. IT Operations and Facilities Management
- B. Technical Management and Application Management
- C. Service Desk and Facilities Management
- D. Technical Management and Facilities Management

[Answer](#)

[A server has gone down in a server group but the IT service it supports has not been affected. What is the best way to manage this?](#)

- A. Create an incident
- B. Create a Change Request
- C. Submit a work order to assign a resource to repair the

server

- D. Submit a work order to assign a resource to repair the server

[Answer](#)

Configuration Item (CI) can be defined as?

- A. All hardware, software and infrastructure elements, required to deliver a service
- B. The attributes of all components listed within the CMS
- C. Any service component, infrastructure element, or other item that needs to be managed in order to ensure the successful delivery of services
- D. An entry within the CMDB

[Answer](#)

What is the definition of a Standard Change: ?

- A. A change that is performed frequently (like replacing a printer cartridge) and does not require a change request
- B. Any low risk, well documented and frequently performed change that is automatically approved and does not require a Change Advisory Board review
- C. A regular part of IT Operations that should be submitted through a Request For Change and reviewed during the Change Advisory Board meeting
- D. A change that is low risk and can be performed outside of regular maintenance windows

[Answer](#)