

**TYIT SEM VI Information Technology Service Management MCQs Mock Questions**

Sr. No.	Question	A	B	C	D	Correct
1	Who are given the responsibility authority and resources necessary to deliver certain outcomes using the best possible means ?	Business Managers	Executives	Project Leader	Employees	A
2	_____ is defined by a set of business outcomes, which can be facilitated by a service.	Share Market	Market Space	Forex	International Market	B
3	_____ are means of delivery value to customers by facilitating outcomes customer need to achieve without owning specific costs and risks	Offers	Products	Services	Communication	C
4	As per outcome based service, it ensures that managers plan and execute all aspects of service management entirely from the perspective of what is valueable to the _____	Company	Board of Directors	Colleagues	Customer	D
5	The service portfolio represents the commitments and investments made by a service provider across all customers and market space.	Investments	Time Spent	Product	Infrastructure	A
6	_____ is an structured approach to identifying causes service interruptions.	Service Failure Analysis	Service cause Analysis	Service StructureAnalysis	Set Failure Analysis	A
7	A _____ provides an summary of testing and assesment activities performed by any ITSM process.	test plan	test points	test case	test report	D
8	Which of the following is not an subprocess of information security management?	security validation and testing	design of securitycontrol s	personal review	management of security incidents	C
9	_____ is as an legal binding agreement between a service provider and the customer to supply or receive certain services	denial	Contract	illegitimate	adjournment	B
10	SSIP stands for:	Supplier Service Improvements Plans	Supplier Set Improvements Plans	Supplier Service IndicationsPlans	Supplier Service Improvements Plans	A
11	_____move deployment in to different financial year.	Standards	Delays	Configuration	Compactness	B
12	If difficulties are _____then mitigating measures can be taken.	anticipated	declined	ignored	unpredicted	A
13	Staff must be aware of their level of _____and believe that organization will support them.	insult	distrust	empowerment	disbelief	C
14	Excessive documentation can be _____	counterproduc tive	coneract	unmesurable	useless	A
15	_____management measures customers requirement.	meet management	Customerrr account management	Customerrr asset management	Customerrr flow management	B

16	Type of metric that an organization will need to collect to support CSI activities as well as other process activities	Technology	Process	Service	All of these	D
17	Critical element of Continual Service Improvement is _____	Service Level Management	Service Design	Plan	Process	A
18	The 4 phases of Deming Cycle are	Plan, Assess, Check, Report	Plan, Check, Revise, Improve	Plan, Do, Check, Act	Plan, Do, Act, Assess	C
19	Key benefits of the Continual Service Improvement phase	Increased growth, Decrease in Return On Investment, Competitive Advantage, Increased Value On Investment	Increased growth, Increased Return On Investment, Competitive Advantage, Increased Value On Investment	Decrease growth, Increased Return On Investment, Competitive Advantage, Increased Value On Investment	Increased Return On Investment, Competitive Advantage, Decrease Value On Investment, Decrease growth	B
20	Why should monitoring and measuring be used when trying to improve services?	To validate, direct, justify and intervene	To validate, justify, monitor and improve	To validate, analyse, direct and improve	To validate, check, act and improve	A