

NEW QUESTION # 66

A Service Design Package should be produced for which of the following?

1. A new IT service
2. A major change to an IT service
3. An Emergency Change to an IT service
4. An IT service retirement

- A. 1, 3 and 4 only
- **B. 1, 2 and 4 only**
- C. All of the above
- D. 1, 2 and 3 only

Answer: B

NEW QUESTION # 67

Which one of the following statements BEST describes a definitive media library (DML)?

- **A. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected**
- B. A database that contains definitions of all media CIs
- C. A secure location where definitive hardware spares are held
- D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Answer: A

NEW QUESTION # 68

Which is a use of a change schedule?

- A. Speeding up the planning and authorization of emergency changes
- **B. Providing information about deployed changes to help manage incidents and problems**
- C. Providing a means of initiating and assessing normal changes
- D. Tracking and managing improvement ideas from identification through to final action

Answer: B

NEW QUESTION # 69

Which practice recommends the use of event-based surveys to gather feedback from customers?

- A. Change enablement
- B. Problem management
- **C. Service level management**
- D. Service request management

Answer: C

NEW QUESTION # 70

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