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**BH0-001**

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## ***BH0-001 Demo – Pass-Guaranteed.com***

### **QUESTION: 1**

Which of the following activities may, exceptionally, be omitted for an urgent change?

1. Recording that the change has been made
2. Testing the change
3. Holding a CAB meeting
4. Establishing a back-out plan

- A. All of them
- B. 2 and 4
- C. 2 and 3
- D. 3 and 4

**Answer: C**

### **QUESTION: 2**

Why is there sometimes conflict between the goals of Incident Management and those of Problem Management?

- A. Because specialist support staff do not properly document the work-arounds they identify which consequently prevents the 1st line support staff from applying them the next time the incident occurs
- B. Because Problem Management is often carried out by technical staff who also have operations responsibilities and who cannot allocate enough resources to problem solving
- C. Because Problem Management is focusing on identifying permanent solutions and therefore the speed with which these solutions are found is of secondary importance

**Answer: C**

### **QUESTION: 3**

Which of the following terms or phrases are associated with resilience?

1. Redundancy
2. Fault tolerance
3. On-site spares
4. Duplexing

- A. 2, 3 and 4
- B. All of them
- C. 1 and 4
- D. 1, 2 and 4

**Answer: D**

### **QUESTION: 4**

For an organisation implementing the ITIL IT Service Management processes which of the following statements is most accurate?

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- A. The full benefits will only be realised if all IT staff are fully qualified in IT Service Management.
- B. The full benefits will only be realised if Incident & Problem Management processes are implemented first.
- C. The full benefits will only be realised if the business requirements are first ascertained and then the processes are implemented in an integrated way.
- D. The full benefits will only be realised if regular reviews are undertaken with customers.

**Answer: C**

**QUESTION: 5**

Potential benefits from managing IT Service Continuity are:

- 1. Lower insurance premiums
  - 2. Fulfilment of mandatory or regulatory requirements
  - 3. Reduced business disruption in the event of a disaster
  - 4. Better management of risk and the consequent reduction of the impact of failure
- A. 2 and 4
  - B. 2, 3 and 4
  - C. All of them
  - D. 1, 2 and 4

**Answer: C**