

# ITILSC-OSA - ITIL Service Capability Operational Support and Analysis Exam

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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**

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**

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**

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**

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**

6. What is the best definition of an Incident Model?

- A. A type of incident involving an authorized Configuration Item (CI)
- B. The template used by Service Desk analysts to record incidents
- C. A set of pre-defined steps to be followed when dealing with a known type of incident
- D. An Incident that is easy is solved at first contact

**Answer: C**

7. Which ITIL process ensures that the IT Services are restored as soon as possible in the case of a malfunction?

- A. Change Management
- B. Incident Management
- C. Problem Management
- D. Service Level Management

**Answer: B**

8. Operations Control refers to?

- A. The managers of the Event and Access Management Processes
- B. Overseeing the monitoring and escalating of IT operational events and activities

C. The tools used to monitor the status of the IT Network

D. The situation where the Service Desk manager is required to monitor the status of the infrastructure when Service Desk Operators are not available

**Answer: B**

9. Which of the following is NOT an example of a Service Request?

A. A user calls the Service Desk to order a toner cartridge

B. A user calls the Service Desk because they would like to change the functionality of an application.

C. A Manager submits a request for a new employee to be given access to an application

D. A user logs onto an internal web site to download a licensed copy of software from a list of approved options

**Answer: B**

10. Which of the following is NOT an objective of Service Operation?

A. Thorough testing, to ensure that services are designed to meet business needs

B. To deliver and support IT Services

C. To manage the technology used to deliver services

D. To monitor the performance of technology and processes

**Answer: A**

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