

ISEB BH0-009

**ITSM Foundation Certificate in Problem & Incident
Management
Version: 4.0**

QUESTION NO: 1

What are the key components of a Problem Statement?

- A. Object and Deviation
- B. Distinction and Change
- C. Should and Actual
- D. Choice word, Result and one or two key modifiers.

Answer: A

Explanation:

QUESTION NO: 2

You have noticed over the last month that the main conference room on your floor is always too cold. In fact, it is so cold that it is impossible to complete meetings that last longer than thirty minutes. People have even started wearing gloves and scarves to meetings. You have tried changing the setting on the thermostat, but that doesn't seem to help. Which of the following is a Corrective Action?

- A. Tell your co-workers to wear gloves to all meetings.
- B. Buy a heater and put it in the conference room.
- C. Call maintenance and get them to do a Problem Analysis
- D. Move all your meetings to another conference room

Answer: C

Explanation:

QUESTION NO: 3

Once you have found the cause of a problem, you should use Think Beyond the Fix to prevent recurrence. What are two ways to Think Beyond the Fix?

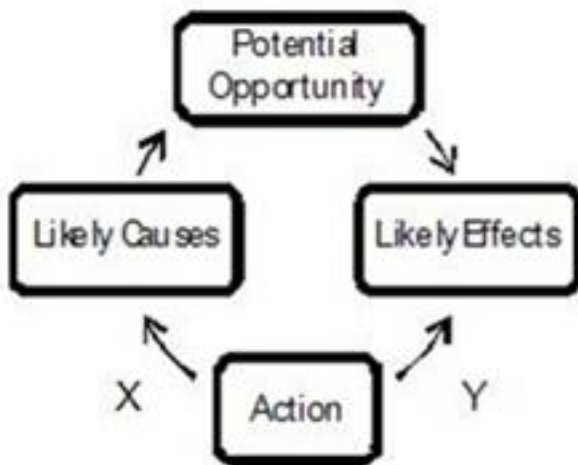
- A. Extend the cause, extend the fix.
- B. Identify likely causes, take preventive action.
- C. Identify distinctions, identify changes.
- D. Identify likely effects, plan contingent action.

Answer: A

Explanation:

QUESTION NO: 4

What are the names given to the different types of action represented by the letters X & Y in the diagram below?



- A. Preventive and Contingent
- B. Promoting and Capitalising
- C. Protective and conditional
- D. Corrective and Adaptive

Answer: B

Explanation:

QUESTION NO: 5

Which of the following is NOT an example of current impact data in priority setting?

- A. 60 users are affected
- B. If we don't replace the safety barrier now, someone could get injured.
- C. Our customers are starting to complain.
- D. Productivity is up by 25%.

Answer: B

Explanation:

QUESTION NO: 6

Customers have been complaining about a defective part for one week. This part is the only part you make using steel, and is made to the most exacting standards. You added a second steel supplier last month. A reasonable possible cause is:

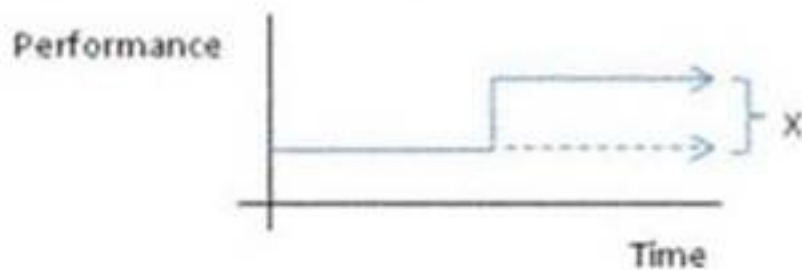
- A. Your equipment is poorly suited to machine steel.
- B. Your new vendor is supplying substandard steel.
- C. The part needs to be redesigned to make it easier to manufacture.
- D. The part is not well-enough designed to meet customer expectations.

Answer: B

Explanation:

QUESTION NO: 7

In the diagram below, what is X?



- A. Improvement.
- B. Opportunity.
- C. Deviation.
- D. Change.

Answer: C

Explanation:

QUESTION NO: 8

How many objectives does a decision analysis need?

- A. At least six.
- B. No more than 10 - the decision will become too difficult to make.
- C. As many as you need as long as at least one is a Must.
- D. As many as you need.

Answer: D

Explanation:

QUESTION NO: 9

The four areas that a successful troubleshooting implementation should address are:

- A. Performance System Integration, Skill Development, Process Integration, On the job Coaching.
- B. Management Systems, Call Handling Skills, Technical Knowledge, Troubleshooting Approach.
- C. ITIL Training, Process Training, Process Integration, Technical Training.
- D. Performance System Integration, Individual Development Planning, tooling, Technical Mentoring.

Answer: A

Explanation:

QUESTION NO: 10

Ingrid has to decide which of three clerks who work for her should be promoted to supervisor. They have all done excellent work as clerks, and they all deserve the extra money a promotion like this would provide. Ingrid should:

- A. Give the position to the most senior employee, whether qualified or not.
- B. Clarify the skills needed in the supervisor position, the skills possessed by the three clerks, and examine which clerk fits the needs the most closely
- C. Maintain the status quo - the risk of promoting one clerk could upset the whole team
- D. Advertise externally for senior clerks

Answer: B

Explanation:

QUESTION NO: 11

Why is it important to record data when resolving issues?