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## ITILSC-OSA Exam

### ITIL Service Capability Operational Support and Analysis Exam

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## Version: 4.0

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**Question: 1**

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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

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**Answer: A**

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**Question: 2**

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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

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**Answer: B**

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**Question: 3**

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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

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**Answer: C**

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**Question: 4**

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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.

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**Answer: A**

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