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QUESTION NO: 1

Certain tools conduct ongoing polling of a network device or managed system to determine its status and availability, and they generate an alert (event) for any exceptions that require a response or action. According to ITIL® v3 framework, which type of monitoring do these tools perform?

- A. passive
- B. active
- C. reactive
- D. proactive

Answer: B

Explanation:

QUESTION NO: 2

According to ITIL® v3 framework, tools designed to detect and correlate alerts or communications that have been directed to a listening device or monitoring agent are performing which type of monitoring?

- A. passive
- B. active
- C. reactive
- D. proactive

Answer: A

Explanation:

QUESTION NO: 3

According to ITIL® v3 framework, what type of Service Operational Management process monitors all managed occurrences within the managed network environment allowing for normal operation?

- A. incident
- B. configuration
- C. event
- D. problem

Answer: C

Explanation:

QUESTION NO: 4

According to ITIL® v3 framework, which type of service operational management process is used to restore service as soon as possible to minimize operational impact through the managed network environment?

- A. incident
- B. problem
- C. event
- D. configuration

Answer: A

Explanation:

QUESTION NO: 5

According to ITIL® v3 framework, which type of service operational management process involves root-cause analysis to identify and resolve the cause of events and incidents that impact the managed network environment?

- A. incident
- B. configuration
- C. event
- D. problem

Answer: D

Explanation:

QUESTION NO: 6

According to ITIL® v3 framework, which type of event is implied when an unauthorized user has attempted to log onto a managed application?

- A. exception
- B. irregular operation
- C. unscheduled

D. threshold

Answer: A

Explanation:

QUESTION NO: 7

According to ITIL® v3 framework, which type of event signifies that the memory utilization of a server reaches (or exceeds) within 10 percent of its highest acceptable performance level?

- A. threshold
- B. regular operation
- C. exception
- D. unscheduled

Answer: A

Explanation:

QUESTION NO: 8

According to ITIL® v3 framework, which specific Event Management mechanism includes how events are generated, which data is included in the event record, and where those events are logged?

- A. error messaging
- B. alert detection
- C. instrumentation
- D. threshold identification

Answer: C

Explanation:

QUESTION NO: 9

According to ITIL® v3 framework, software applications that are designed to support event management include error messages and codes that clearly indicate the specific point of failure and the most likely cause. As an organization testing new applications for deployment within the operational environment, what type of new application testing is highly recommended prior to deployment?