

# ITIL - Intermediate Service Operation Practice Test Questions and Answers

## 1. What is 'reactive Problem Management'?

- A) Preventing problems before they cause incidents
- B) Analyzing incidents that have already occurred to identify underlying problems
- C) Automatically closing incidents after resolution
- D) Raising change requests to improve infrastructure

## 2. What is 'proactive Problem Management'?

- A) Responding to problems only after incidents have been raised
- B) Identifying and preventing problems before incidents occur by analyzing trends
- C) Escalating problems to Change Management immediately
- D) Closing problems once a workaround has been found

## 3. What is a 'Virtual Service Desk' in ITIL?

- A) A Service Desk staffed entirely by automated bots
- B) A Service Desk model where geographically dispersed staff appear to users as a single centralized desk via technology
- C) A Service Desk located offshore in a lower-cost country
- D) A Service Desk that handles only virtual infrastructure incidents

## 4. In ITIL Event Management, what is an 'alert'?

- A) A planned notification to users about maintenance
- B) A warning that a threshold has been reached and action may be required
- C) An automated resolution to a known error
- D) A report generated after an incident is closed

**Answers: 1-B 2-B 3-B 4-B**

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