

# ITIL - Intermediate Service Strategy Practice Test Questions and Answers

## 1. What does a risk matrix assess?

- A) The probability and impact of identified risks
- B) Only the financial cost of risks
- C) The number of employees affected
- D) The timeline for risk resolution

## 2. What does SWOT analysis evaluate?

- A) Strengths, Weaknesses, Opportunities, and Threats
- B) Systems, Workflows, Operations, and Technology
- C) Sales, Workers, Outputs, and Timelines
- D) Standards, Warranties, Objectives, and Targets

## 3. What is a root cause analysis used for?

- A) To identify the underlying cause of a problem rather than just addressing symptoms
- B) To assign blame to individuals who made mistakes
- C) To calculate the financial cost of errors
- D) To document problems for annual reporting

## 4. What is the purpose of a risk register?

- A) To document, track, and manage all identified risks throughout a project or operation
- B) To eliminate all risks before starting work
- C) To assign blame when problems occur
- D) To satisfy audit requirements only

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

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