

SLM Practice Test Questions and Answers

1. What is the primary goal of Service Level Management (SLM)?

- A) Reducing operational costs
- B) Ensuring agreed service levels are met and maintained
- C) Increasing staff productivity
- D) Implementing new technologies

2. Which metric is commonly used to measure system availability?

- A) Mean Time to Recovery (MTTR)
- B) Service Level Agreement (SLA) percentage
- C) Uptime percentage
- D) Customer satisfaction score

3. What should be included in a comprehensive Service Level Agreement?

- A) Only technical specifications
- B) Performance targets, responsibilities, and penalties
- C) Marketing strategies
- D) Employee training requirements

4. In SLM, what is the purpose of regular service reviews?

- A) To negotiate contract prices
- B) To assess performance against agreed targets
- C) To plan marketing campaigns
- D) To schedule system maintenance

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

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