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Exam : BH0-009

Title : ITSM Foundation Certificate in
Problem & Incident Management

Vendors : ISEB

Version : DEMO

NO.1 Once you have found the cause of a problem, you should use Think Beyond the Fix to prevent

recurrence. What are two ways to Think Beyond the Fix?

- A. Extend the cause, extend the fix.
- B. Identify likely causes, take preventive action.
- C. Identify distinctions, identify changes.
- D. Identify likely effects, plan contingent action.

Answer: A

NO.2 When looking at the Performance System, which is the correct sequence?

- A. Situation, Performer, Response, Feedback, Consequences.
- B. Consequences, Feedback, Situation, Performer, Response.
- C. Situation, Performer, Response, Consequences, Feedback.
- D. Performer, Feedback, Situation, Consequences, Response.

Answer: C

NO.3 The purpose of the problem specification is:

- a. To document a factual description of the problem.
- b. To show the boundaries of the problem.
- c. To help eliminate possible causes.
- d. To help identify distinctions.

A. a and c.

B. a, b and c.

C. b and d.

D. All of the above

Answer: D

NO.4 In Decision Analysis, actions to reduce risk:

- a) Take a great amount of planning.
- b) Can be done quickly and simply.
- c) Should only be done when the risks are high.
- d) Should bring risk to an acceptable level.

A. a and b.

B. b and d.

C. c only.

D. d only.

Answer: B

NO.5 Which of the following activities is NOT part of Situation Appraisal?

- A. Identify concerns.
- B. Set priority.
- C. Identify possible causes.
- D. Plan involvement.

Answer: C

NO.6 In the Balance of Consequences, which of the consequence types should be used first to drive

behavioural change?

- a) Immediate Positive.
- b) Immediate Negative.
- c) Delayed Positive.
- d) Delayed Negative.

A. a and b.

B. c and d.

C. a only.

D. b only.

Answer: C

NO.7 Which of the following activities would initially help identify how green an organisation currently is?

- A. Developing a Stakeholder Map.
- B. Drafting an action register.
- C. Holding a fact-finding workshop.
- D. Creating a carbon accounting system.

Answer: C

NO.8 Why are Turnaround Questions used when developing a problem specification?

- A. To drill down to the most specific answer.
- B. To get lots of information.
- C. When you stop making progress
- D. To involve more people.

Answer: A

NO.9 When confirming the most probable cause, you should choose methods that are

- A. Easiest, quickest, cheapest, safest, surest.
- B. Things that you can do right now.

C. Acceptable to everyone who will be involved.

D. Able to be done experimentally i.e. not in live.

Answer: A

NO.10 When generating alternatives why is an expanded number of choices desirable?

A. To make sure any 'pet' alternatives are considered.

B. To increase the chances of picking a winner.

C. To ensure a complete, balanced set of alternatives.

D. To ensure the recommendation gets approved.

Answer: C