

What is Datawarehouse?

- a) Is the main storage of enterprise data for later processing in analytical applications.
- b) Is the tools that allow one to quickly analyse data stored in databases.
- c) Is the tools for retrieving non-trivial, hidden and potentially useful information from data.
- d) Is the system that allow document storage, collaboration, version tracing, workflow, Intranet, Internet, etc.

What is the name for tools that allow one to quickly analyse data stored in databases, aggregated into multidimensional views and hierarchies?

- a) Online Analytical Processing
- b) Data-mining
- c) Analytical Tools
- d) Extraction, Transformation, Loading (ETL)

ITIL is?

- a) set of publications describing the best practices of ICT services management and a system of certification and training of individuals in the knowledge of these practices.
- b) system of certification and training of individuals in the knowledge of these practices
- c) set of publications describing the best practices of ICT services management
- d) tool for business informatics management and management of the relationship between IT and business

How much is the version of ITIL?

- a) 3
- b) 2
- c) 4
- d) 1

Which is the newest version of ITIL?

- a) 3
- b) 2
- c) 1
- d) 4

Which of these options is not included in ITIL v3?

- a) Service Renovation
- b) Service Strategy
- c) Service Design
- d) Service Transition