

## Test 6

Whichs of these paramters is in separate document for every ICT service?

- a) user category
- b) supplier
- c) service owner
- d) service version

Whichs of these options is the potential of outsourcing?

- a) Cost Reduction and Control
- b) Concentration on the core business
- c) Resources are available internally
- d) Increase of fixed resources

Whichs of the sentences is correct?

- a) Outsourcing is a process that assures the transfer of responsibility for a given service/process/resource to an external provider.
- b) Insourcing is a process that assures the transfer of responsibility for a given service/process/resource from an external provider to a business.
- c) Outsourcing is a process that assures the transfer of responsibility for a given service/process/resource from an external provider to a business.
- d) Insourcing is a process that assures the transfer of responsibility for a given service/process/resource to an external provider.

Whichs categories are not included Breakdown of Costs by Asset Type?

- a) Technological infrastructure
- b) Date
- c) Time
- d) Administration

What are three basic level of corporate budgets?

- a) Strategic, Tactical, Business informatics operational budgets
- b) Strategic, Operativel, Business informatics operational budgets
- c) Operativel, Tactical, Business informatics operational budgets
- d) Strategic, Tactical, Operativel informatics operational budgets

Where are primarily defined the business value objectives?

- a) Budget balance
- b) Budget statement
- c) Budget Cash-Flow
- d) Budget cash