



CMS7^{Q&As}

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QUESTION 1

Which of the following statements about processes is INCORRECT?

- A. The output from a process has to conform to operational norms derived from business objectives
- B. The objective of any IT process should be expressed in terms of business benefits and goals
- C. A process may define policies, standards and guidelines
- D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Correct Answer: D

QUESTION 2

What is the definition of an Alert?

- A. A type of Incident
- B. A warning that a threshold has been reached or that something has changed
- C. An error message to the user of an application
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

Correct Answer: B

QUESTION 3

Which of the following activities are helped by recording relationships between Configuration Items (CIs)?

1) Assessing the impact and cause of Incidents and Problems 2) Assessing the impact of proposed Changes 3) Planning and designing a Change to an existing service 4) Planning a technology refresh or software upgrade

- A. 1 and 2 only
- B. All of the above
- C. 1, 2 and 4 only
- D. 1, 3 and 4 only

Correct Answer: B

QUESTION 4

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security



management?

- A. IT management
- B. Service desk manager
- C. Business management
- D. the change manager

Correct Answer: C

QUESTION 5

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Markets and Customers
- B. Functions and Processes
- C. People, products and technology
- D. Applications and Infrastructure

Correct Answer: B

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