

CMS7^{Q&As}

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QUESTION 1

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

Correct Answer: A

QUESTION 2

A Process Owner has been identified with an "I" in a RACI matrix. Which of the following would be expected of them?

- A. Tell others about the progress of an activity
- B. Perform an activity
- C. Be kept up to date on the progress of an activity
- D. Manage an activity

Correct Answer: C

QUESTION 3

Within Service Design, what is the key output handed over to Service Transition?

- A. Measurement, methods and metrics
- B. Service Design Package
- C. Service Portfolio Design
- D. Process definitions

Correct Answer: B

QUESTION 4

Which of the following BEST describes a Problem?

- A. A Known Error for which the cause and resolution are not yet known
- B. The cause of two or more Incidents



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- C. A serious Incident which has a critical impact to the business
- D. The cause of one or more Incidents

Correct Answer: D

QUESTION 5

Which of the following are goals of Service Operation?

1.

To coordinate and carry out the activities and processes required to deliver and manage services at agreed levels to the business

2.

The successful release of services into the live environment

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Correct Answer: A

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