



# CMS7<sup>Q&As</sup>

ITIL V3 Foundation

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#### QUESTION 1

Which of these is the BEST description of a release unit?

- A. The portion of a service or IT infrastructure that is normally released together
- B. The smallest part of a service or IT infrastructure that can be independently changed
- C. The portion of a service or IT infrastructure that is changed by a particular release
- D. A metric for measuring the effectiveness of the Release and Deployment Management process

Correct Answer: A

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#### QUESTION 2

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Correct Answer: D

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#### QUESTION 3

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand Management
- B. Incident Management
- C. Release and Deployment Management
- D. Request Fulfillment

Correct Answer: D

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#### QUESTION 4

With which process is Problem Management likely to share categorization and impact coding systems?

- A. Incident Management
- B. Service Asset and Configuration Management



C. Capacity Management

D. IT Service Continuity

Correct Answer: A

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#### QUESTION 5

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 definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

C. The objective of any IT process should be expressed in terms of business benefits and goals

D. A process may define policies, standards and guidelines

Correct Answer: B

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#### QUESTION 6

Major Incidents require?

A. Less documentation

B. Longer timescales

C. Less urgency

D. Separate procedures

Correct Answer: D

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#### QUESTION 7

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Service Desk Manager

B. The Service Manager

C. The Request Fulfillment Process Manager

D. The Request Fulfillment Process Owner

Correct Answer: D

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### QUESTION 8

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

Correct Answer: B

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### QUESTION 9

Which of the following are types of communication you could expect the functions within Service Operation to perform?

- 1) Communication between Data Centre shifts
- 2) Communication related to changes
- 3) Performance reporting
- 4) Routine operational communication

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

Correct Answer: D

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### QUESTION 10

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

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### QUESTION 11



What is the entry point or the first level of the V model?

- A. Service Solution
- B. Customer / Business Needs
- C. Service Release
- D. Service Requirements

Correct Answer: B

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#### QUESTION 12

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan
- B. Do
- C. Check
- D. Act

Correct Answer: A

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#### QUESTION 13

What is the BEST description of an Operational Level Agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

Correct Answer: A

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#### QUESTION 14

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A Service Change
- B. A Change Model
- C. A Pre-approved Change



D. A Change Advisory Board

Correct Answer: A

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#### QUESTION 15

Understanding the level of risk during and after change and providing confidence in the degree of compliance with governance requirements during change are both ways of adding business value through which part of the service lifecycle?

- A. Service Transition
- B. Risk Management
- C. IT Service Continuity Management
- D. Availability Management

Correct Answer: A

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