



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

ITIL V3 Foundation

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### QUESTION 1

Which of the following statements about communication within Service Operation are CORRECT?

1.  
All communication must have an intended purpose or resultant action
2.  
Communication should not take place without a clear audience

- A. 1 only
- B. 2 only
- C. Both of the above
- D. None of the above

Correct Answer: C

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### QUESTION 2

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Access Management
- B. Incident Management
- C. Request Fulfillment
- D. Change Management

Correct Answer: A

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### QUESTION 3

The positive effect that customers perceive a service can have on their business outcomes is referred to as what?

- A. The utility of a service
- B. The warranty of a service
- C. The economic value of a service
- D. Return on investment

Correct Answer: A

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#### QUESTION 4

Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

1.  
A Configuration Item (CI) can exist as part of any number of other CIs at the same time
  2.  
Choosing the right CI level is a matter of achieving a balance between information availability and the right level of control
- A. 1 only  
B. 2 only  
C. Both of the above  
D. Neither of the above

Correct Answer: C

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#### QUESTION 5

A consultant has made two recommendations to you in a report:

1.  
To include legal terminology in your Service Level Agreements (SLAs)
2.  
It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

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

Correct Answer: D

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