



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

ITIL V3 Foundation

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#### QUESTION 1

Which process is responsible for frequently occurring changes where risk and cost are low?

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

Correct Answer: B

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#### QUESTION 2

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

Correct Answer: B

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#### QUESTION 3

A Service Level Agreement is?

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and their customer
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and an internal organization

Correct Answer: B

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#### QUESTION 4

Which of the following is the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)



- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

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#### QUESTION 5

Identify the input to the Problem Management process

- A. Request for Change
- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

Correct Answer: C

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