



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

ITIL V3 Foundation

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#### QUESTION 1

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 2

Which of the following activities is performed by application management?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Correct Answer: B

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#### QUESTION 3

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

Correct Answer: D

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#### QUESTION 4

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 5

In many organizations the role of Incident Manager is assigned to the Service Desk.

It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through 1st and 2nd line
- B. Only manage Incidents effectively through the 1st line
- C. Only manage Incidents effectively at the 3rd line
- D. Manage Incidents effectively through 1st, 2nd and 3rd line

Correct Answer: D

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