



CMS7^{Q&As}

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QUESTION 1

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request Fulfillment
- B. Service Portfolio Management
- C. Service Desk
- D. IT Finance

Correct Answer: A

QUESTION 2

Which of the following can help determine the level of impact of a problem?

- A. Definitive Media Library (DML)
- B. Configuration Management System (CMS)
- C. Statement of Requirements (SOR)
- D. Standard Operating Procedures (SOP)

Correct Answer: B

QUESTION 3

Which of the following best describes a Service Request?

- A. Any request or demand that is entered by a user via a Self-Help web-based interface
- B. A request from a User for information or advice, or for a Standard Change
- C. Any request for change that is low risk and can be approved by the Change Manager without a CAB meeting
- D. Anything that the customer wants and is prepared to pay for

Correct Answer: B

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

QUESTION 4



How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

Correct Answer: C

QUESTION 5

Service Transition contains detailed descriptions of which processes?

- A. Change Management, Service Asset and Configuration Management, Release and Deployment Management
- B. Change Management, Capacity Management Event Management, Service Request Management
- C. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management
- D. Service Asset and Configuration Management, Release and Deployment Management, Request Fulfillment

Correct Answer: A

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