



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

ITIL V3 Foundation

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#### QUESTION 1

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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#### QUESTION 2

Data used to support the capacity management process should be stored in:

- A. A configuration management database (CMDB)
- B. A capacity database (CDB)
- C. A configuration management system (CMS)
- D. A capacity management information system (CMIS)

Correct Answer: D

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#### QUESTION 3

The design of IT services requires the effective and efficient use of what?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

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#### QUESTION 4

What are the processes within Service Operation?

- A. Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management



- B. Event Management, Incident Management. Change Management and Access Management
- C. Incident Management, Problem Management, Service Desk, Request Fulfillment and Management
- D. Incident Management, Service Desk, Request Fulfillment, Access Management and Event Management

Correct Answer: A

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#### QUESTION 5

Which of the following would a major problem review examine?

1.

Things that were done correctly

2.

Things that were done incorrectly

3.

How to prevent recurrence

What could be done better in the future

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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