



CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

- A. People, Process, Partners, Suppliers
- B. People, Process, Products, Technology
- C. People, Process, Products, Partners
- D. People, Products, Technology, Partners

Correct Answer: C

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

QUESTION 3

Which of the following are within the scope of service asset and configuration management?

1. Identification of configuration items (CIs)
 2. Recording relationships between CIs
 3. Recording and control of virtual CIs
 4. Approving finance for the purchase of software to support service asset and configuration management
- A. 1, 2 and 3 only
 - B. All of the above
 - C. 1, 2 and 4 only
 - D. 3 and 4 only

Correct Answer: A



QUESTION 4

Which of the following questions does Service Strategy help answer with its guidance?

1.

How do we prioritize investments across a portfolio?

2.

What services to offer and to whom?

3.

What are the Patterns of Business Activity (PBA)?

A. 3 only

B. 1 only

C. 2 only

D. All of the above

Correct Answer: D

QUESTION 5

Major Incidents require?

A. Less documentation

B. Longer timescales

C. Less urgency

D. Separate procedures

Correct Answer: D

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