



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

ITIL V3 Foundation

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#### QUESTION 1

Which of the following is NOT a characteristic of a process?

- A. Delivers specific results
- B. Responds to specific events
- C. It is measurable
- D. A method of structuring an organization

Correct Answer: D

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#### QUESTION 2

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

Correct Answer: A

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#### QUESTION 3

Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Correct Answer: B

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#### QUESTION 4

Which of the following are types of communication you could expect the functions within Service Operation to perform?

- 1) Communication between Data Centre shifts



- 2) Communication related to changes
- 3) Performance reporting
- 4) Routine operational communication

- 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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#### QUESTION 5

Which of these is the BEST description of a release unit?

- A. The portion of a service or IT infrastructure that is normally released together
- B. The smallest part of a service or IT infrastructure that can be independently changed
- C. The portion of a service or IT infrastructure that is changed by a particular release
- D. A metric for measuring the effectiveness of the Release and Deployment Management process

Correct Answer: A

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