



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

ITIL V3 Foundation

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#### QUESTION 1

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

- A. Describes the topography of the hardware
- B. Describes how the Configuration Items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

Correct Answer: B

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#### QUESTION 2

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Request Fulfillment Process Manager
- B. The Request Fulfillment Process Owner
- C. The Service Desk Manager
- D. The Service Manager

Correct Answer: B

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#### QUESTION 3

Which of the following is the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

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#### QUESTION 4

What are the three Service Provider business models?

- A. Internal Service provider, External Service provider, Outsourced 3rd Party



- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, Outsourced 3rd party and Off-shore party
- D. Internal Service provider, External Service provider, Shared Service Provider

Correct Answer: D

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#### QUESTION 5

What is the entry point or the first level of the V model?

- A. Service Solution
- B. Customer / Business Needs
- C. Service Release
- D. Service Requirements

Correct Answer: B

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