



CMS7^{Q&As}

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QUESTION 1

What would be the next step in the Continual Service Improvement (CSI) Model after:

1.

What is the vision?

2.

Where are we now?

3.

Where do we want to be?

4.

How do we get there?

5.

Did we get there?

6.

?

A. What is the Return On Investment (ROI)?

B. How much did it cost?

C. How do we keep the momentum going?

D. What is the Value On Investment (VOI)?

Correct Answer: C

QUESTION 2

Which of the following drives demand for services?

A. Infrastructure trends

B. Patterns of business activity (PBA)

C. Cost of providing support

D. Service level agreements (SLA)

Correct Answer: A



QUESTION 3

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Correct Answer: D

QUESTION 4

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Logging
- C. Prioritization
- D. Closure

Correct Answer: A

QUESTION 5

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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