



CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

When can a known error record be raised?

1.

At any time when it would be useful to do so

2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 2

Which of the following availability management activities are considered to be proactive as opposed to reactive?

1.

Monitoring system availability

2.

Designing availability into a proposed solution

A. Neither of the above

B. Both of the above

C. 1 only

D. 2 only

Correct Answer: D

QUESTION 3

Match the following activities with the Deming Cycle stages

1.

Monitor, Measure and Review



2.

Continual Improvement

3.

Implement Initiatives

4.

Plan for Improvement

A. 1 Plan, 2 Do, 3 Check, 4 Act

B. 3 Plan, 2 Do, 4 Check, 1 Act

C. 4 Plan, 3 Do, 1 Check, 2 Act

D. 2 Plan, 3 Do, 4 Check, 1 Act

Correct Answer: C

QUESTION 4

Which role is accountable for a specific service within an organization?

A. The Service Level Manager

B. The Business Relationship Manager

C. The Service Owner

D. The Service Continuity Manager

Correct Answer: C

QUESTION 5

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

A. Service Operation

B. Service Strategy

C. Service Transition

D. Continual Service Improvement

Correct Answer: C



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