CMS7$^{Q\&As}$

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QUESTION 1

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

A. Plan

B. Do

C. Check

D. Act

Correct Answer: A

QUESTION 2

Which of the following is the BEST definition of an Incident?

A. Loss of ability to operate to specification, or to deliver the required output

B. A change of state which has significance for the management of a Configuration Item or IT Service

C. A warning that a threshold has been reached, something has changed, or a failure has occurred

D. An unplanned interruption to an IT service or reduction in the quality of an IT service

Correct Answer: D

QUESTION 3

Which of these is a reason for categorizing incidents?

A. To establish trends for use in Problem Management and other IT Service Management (ITSM) activities

B. To ensure that the correct priority is assigned to the incident

C. To enable the incident management database to be partitioned for greater efficiency

D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 4

Customer perceptions and business outcomes help lo define what?

A. The value off a service

B. Governance

C. Total cost of ownership (TCO)

D. Key performance indicators (KPIs)

Correct Answer: A

Reference: http://www.cbronline.com/news/axios_flags_need_for_itil_based_service_value_management_25

QUESTION 5

Which of the following BEST describes a \\'Major Incident\\'?

A. An Incident that is so complex that the Service Desk takes longer than five times the normal time to log it

B. An Incident which requires a large number of people to resolve

C. An Incident which has a high impact on the business

D. An Incident that is so complex that it requires root cause analysis before any workaround can be found

Correct Answer: C

QUESTION 6

Which of the following are the two primary elements that create value for customers?

A. Value on Investment (VOI), Return on Investment (ROI)

B. Customer and User satisfaction

C. Understanding Service Requirements and Warranty

D. Utility and Warranty

Correct Answer: D

QUESTION 7

Which of the following is the BEST definition of an Incident?

A. A warning that a threshold has been reached, something has changed, or a failure has occurred

B. An unplanned interruption to an IT service or reduction in the quality of an IT service

C. A change of state which has significance for the management of a Configuration Item or IT Service

D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

QUESTION 8

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator

B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator

C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager

D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Correct Answer: B

QUESTION 9

Defining the processes needed to operate a new service is part of:

A. Service Design: Design the processes

B. Service Strategy: Develop the offerings

C. Service Transition: Plan and prepare for deployment

D. Service Operation: IT Operations Management

Correct Answer: A

QUESTION 10

Which of the following statements is CORRECT?

A. The KEDB and the CMS form part of the larger SKMS

B. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

C. The Service Knowledge Management System (SKMS) is part of the CMS

D. The CMS is part of the Configuration Management Data Base (CMDB)

Correct Answer: A

QUESTION 11

Which of the following statements is CORRECT?

A. The CMS is part of the Configuration Management Data Base (CMDB)

B. The KEDB and the CMS form part of the larger SKMS

C. The Service Knowledge Management System (SKMS) is part of the CMS

D. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

Correct Answer: B

QUESTION 12

Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

A. Service Level Management

B. Performance Management

C. Capacity Management

D. Event Management

Correct Answer: B

QUESTION 13

Which is the first step in the 7 Step Improvement Process?

A. Prepare for action

B. Define what you should measure

C. Identify gaps in Service Level Agreement (SLA) achievement

D. Where are we now?

Correct Answer: B

QUESTION 14

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

A. The Asset Register

B. The Service Knowledge Management System

C. The Known Error Database

D. The Information Management System

Correct Answer: B

QUESTION 15

Which of the following are Service Desk organizational structures?

1.

 Local Service Desk

2.

 Virtual Service Desk

3.

 IT Help Desk

4.

 Follow the Sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and4 only

D. 1, 2 and 3 only

Correct Answer: A

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