

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

ITIL V3 Foundation

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**QUESTION 1**

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

Correct Answer: D

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**QUESTION 2**

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorisation for a particular type of change.
- C. A role, person or a group of people that provides formal authorisation for a particular type of change.
- D. The Change Manager who provides formal authorisation for each change

Correct Answer: C

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**QUESTION 3**

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. All of the above

Correct Answer: D

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**QUESTION 4**

Which areas of service management can benefit from automation?

- 1.

Design and modelling

2.

Reporting

3.

Pattern recognition and analysis

4.

Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

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#### QUESTION 5

Consider the following list:

1) Change Authority

2) Change Manager

3) Change Advisory Board (CAB) What are these BEST described as?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Correct Answer: D

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