

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

ITIL V3 Foundation

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**QUESTION 1**

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Operation
- B. Service Transition
- C. Service Strategy
- D. Service Design

Correct Answer: D

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**QUESTION 2**

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

Correct Answer: C

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**QUESTION 3**

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 4**

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act

B. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement

C. The entire cycle should be repeated multiple times to implement Continual Improvement

D. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Correct Answer: C

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#### QUESTION 5

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

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