

CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

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

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

QUESTION 2

Which of the following activities are carried out in the "Where do we want to be?" step of the continual service improvement (CSI) model / approach?

- A. Implementing service and process improvements
- B. Reviewing measurable improvements
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

QUESTION 3

Which of the following would a Major Problem Review examine?

1.
Things that were done correctly
2.
Those things that were done incorrectly
3.
How to prevent recurrence
4.
What could be done better in the future

A. 1 only

- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

Correct Answer: D

QUESTION 4

What do technology metrics measure?

- A. Components
- B. Processes
- C. The end to end service
- D. Customer satisfaction

Correct Answer: A

QUESTION 5

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request fulfillment
- B. service portfolio management
- C. service desk
- D. IT finance

Correct Answer: A

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