

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

ITIL V3 Foundation

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**QUESTION 1**

Which role or function is responsible for monitoring activities and events in the IT Infrastructure?

- A. Service Level Management
- B. IT Operations Management
- C. Capacity Management
- D. Incident Management

Correct Answer: B

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**QUESTION 2**

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 Manager
- D. The Service Desk Manager

Correct Answer: B

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**QUESTION 3**

The Service Catalogue Manager has responsibility for producing and maintaining the Service Catalogue. One of their responsibilities would be?

- A. Negotiating and agreeing Service Level Agreement
- B. Negotiating and agreeing Operational Level Agreements
- C. Ensuring that the information within the Service Catalogue is adequately protected and backed- up.
- D. Only ensure that adequate technical resources are available.

Correct Answer: C

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**QUESTION 4**

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

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**QUESTION 5**

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a Change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change request of a failed change

Correct Answer: B

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