Vendor: Peoplecert

Exam Code:CMS7

Exam Name:ITIL V3 Foundation

Version: Demo

QUESTION 1

The BEST description of the guidance provided by Service Design is?

A. The design and development of new services

B. The design and development of service improvements

C. The design and development of services and service management processes

D. The day-to-day operation and support of services

Correct Answer: C

QUESTION 2

Which of the following activities is performed by application management?

A. Defining where the vendor of an application should be located

B. Ensuring that the required functionality is available to achieve the required business outcome

C. Deciding who the vendor of the storage devices will be

D. Agreeing the service levels for the service supported by the application

Correct Answer: B

QUESTION 3

The BEST description of the purpose of Service Operation is?

A. To decide how IT will engage with suppliers during the Service Management Lifecycle

B. To proactively prevent all outages to IT Services

C. To deliver and support IT Services at agreed levels to business users and customers

D. To design and build processes that will meet business needs

Correct Answer: C

QUESTION 4

Which of the following are within the scope of service asset and configuration management?Identification of configuration items (CIs) Recording relationships between CIs Recording and control of virtual CIs Approving finance for the purchase of software to support service asset and configuration management

A. 1, 2, and 3 only

B. All of the above

C. 1, 2 and 4 only

D. 3 and 4 only

Correct Answer: A

QUESTION 5

Which of the following is the BEST definition of the term service management?

A. A set of specialized organizational capabilities for providing value to customers in the form of services

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

C. The management of functions within an organization to perform certain activities

D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 6

Which of the following are the main objectives of incident Management? Select all that apply

A. To minimize adverse impacts on business operations

B. To automatically detect service affecting Events

C. The restore normal service operation as quickly as possible

Correct Answer: A

QUESTION 7

Access Management is closely related to which other processes?

A. Availability Management only

B. Information Security Management and 3rd line support

C. Information Security Management and Availability Management

D. Information Security Management only

Correct Answer: C

QUESTION 8

Which of the following statements BEST describes the aims of Release and Deployment Management?

A. To build, test and deliver the capability to provide the services specified by Service Design and that will accomplish the stakeholders requirements and deliver the intended objectives

B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components that are compatible with each other

C. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate

D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 9

Availability Management is responsible for availability of the:

A. Services and Components

B. Services and Business Processes

C. Components and Business Processes

D. Services, Components and Business Processes

Correct Answer: A

QUESTION 10

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

A. IT Designer/Architect

B. Process Manager

C. Service Catalogue Manager

D. Supplier Manager

Correct Answer: D

QUESTION 11

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

QUESTION 12

Which of the following statements BEST describes a Definitive Media Library (DML)?

A. A secure location where definitive hardware spares are held

B. A secure library where definitive authorized versions of all software and back-ups are stored and protected

C. A secure electronic library that contains all copies of software and licenses

D. A secure library where definitive authorized versions of all media Configuration Items (CIs) are stored and protected

Correct Answer: D