Vendor: PEOPLECERT

Exam Code: CMS7

Exam Name: ITIL V3 Foundation

Version: DEMO

QUESTION 1
A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity
B. Perform an activity
C. Be kept up-to-date on the progress of an activity
D. Manage an activity

Answer: C

QUESTION 2
Which of the following are objectives of service level management?

```
1: Defining, documenting and agreeing the level of FT services to be
provided
2: Monitoring, measuring and reporting the actual level of services
provided
3: Monitoring and improving customer satisfaction
4: Identifying possible future markets that the service provider could
operate in
```

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

Answer: A

QUESTION 3
Which one of the following do technology metrics measure?

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

Answer: A

QUESTION 4
Which process includes business, service and component sub-processes?

A. Capacity management
B. Incident management
C. Service level management
D. Financial management

Answer: A

QUESTION 5
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

QUESTION 6
What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome
B. Incident
C. Change
D. Problem

Answer: A

QUESTION 7
Which process is responsible for managing relationships with vendors?

A. Change management
B. Service portfolio management
C. Supplier management
D. Continual service improvement

Answer: C

QUESTION 8
Which of the following service desk organizational structures are described in service operation?

```
1. Local service desk
2. Virtual service desk
3. IT help desk
4. Follow the sun
```

A. 1, 2 and 4 only
B. 2, 3 and 4 only
C. 1, 3 and 4 only
D. 1, 2 and 3 only

Answer: A

QUESTION 9
What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

Answer: C

QUESTION 10
What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers
B. Stakeholders
C. Regulators
D. Accreditors

Answer: B

QUESTION 11
Which of the following are the MAIN objectives of incident management?

```
1. To automatically detect service-affecting events
2. To restore normal service operation as quickly as possible
3. To minimize adverse impacts on business operations
```

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

Answer: B

QUESTION 12
What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management
B. Emergency change advisory board
C. Urgent change board
D. Urgent change authority

Answer: B

Thank You for Trying Our Product

Braindump2go Certification Exam Features:

★ More than **99,900** Satisfied Customers Worldwide.

★ Average **99.9%** Success Rate.

★ **Free Update** to match latest and real exam scenarios.

★ **Instant Download** Access! No Setup required.

★ Questions & Answers are downloadable in **PDF** format and **VCE** test engine format.

★ Multi-Platform capabilities - **Windows, Laptop, Mac, Android, iPhone, iPod, iPad**.

★ **100%** Guaranteed Success or **100%** Money Back Guarantee.

★ **Fast**, helpful support **24x7**.

View list of all certification exams: http://www.braindump2go.com/all-products.html

10% Discount Coupon Code: BDNT2014