



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

ITIL V3 Foundation

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#### QUESTION 1

Which of the following are within the scope of service asset and configuration management?  
1. Identification of configuration items (CIs)  
2. Recording relationships between CIs  
3. Recording and control of virtual CIs  
4. 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

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#### QUESTION 2

Which of the following is an objective of Release and Deployment Management?

- A. To standardize methods and procedures used for efficient and prompt handling of all Changes
- B. To ensure all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- C. To ensure that overall business risk of Change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Correct Answer: D

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#### QUESTION 3

Which of the following is an example of self-help capabilities?

- A. Menu-driven range of facilities used to access service requests
- B. Calls to the service desk to register standard changes
- C. A software update downloaded automatically to all laptops in an organization
- D. Software to allow programmers to debug code

Correct Answer: A

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#### QUESTION 4

Which of the following is NOT the responsibility of the Service Catalogue Manager?



- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- C. Ensuring that information in the Service Catalogue is accurate
- D. Ensuring that information within the Service Pipeline is accurate

Correct Answer: D

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#### QUESTION 5

The information that is passed to service transition to enable the implementation of a new service is called what?

- A. A service level package (SLP)
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A new service package (NSP)

Correct Answer: C

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