



CMS7^{Q&As}

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QUESTION 1

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

- A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service
- C. The unknown cause of one or more Incidents
- D. Reducing or eliminating the cause of an Incident or Problem

Correct Answer: A

QUESTION 2

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce and maintain all necessary Service Transition packages
- B. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: A

QUESTION 3

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

QUESTION 4

Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?



- A. RACI model
- B. Incident model
- C. Continual service improvement (CSI) model
- D. The Deming Cycle

Correct Answer: A

QUESTION 5

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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