



CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement
- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

Correct Answer: D

QUESTION 2

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 3

In which of the following areas would the ITIL complementary guidance be of assistance?

1.
Adapting best practice for specific industry sectors
 2.
Integrate ITIL with other operating models
- A. both of the above
 - B. Neither of the above
 - C. 1 only
 - D. 2 only

Correct Answer: A



QUESTION 4

Which of the following is NOT a valid objective of Request Fulfillment?

- A. To provide a channel for users to request and receive standard services
- B. To update the Service Catalogue with services that may be requested through the Service Desk
- C. To provide information to users about what services are available and how to request them
- D. To source and deliver the components of standard services that have been requested

Correct Answer: B

QUESTION 5

What is the definition of an Alert?

- A. An error message to the user of an application
- B. A warning that a threshold has been reached or that something has changed
- C. A type of Incident
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

Correct Answer: B

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