



CMS7^{Q&As}

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QUESTION 1

Who is responsible for defining Key Performance Indicators for Change Management?

- A. The Service Owner
- B. The Continual Service Improvement Manager
- C. The Change Advisory Board (CAB)
- D. The Change Management Process Owner

Correct Answer: A

QUESTION 2

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A pre-authorized change that has an accepted and established procedure
- C. A change that is made as the result of an audit
- D. A change that correctly follows the required change process

Correct Answer: B

QUESTION 3

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

Correct Answer: A

QUESTION 4

Which of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To plan and manage the resource requirements for releases



- C. To provide quality knowledge of incident and problem management
- D. To plan and manage entries in the service catalogue.

Correct Answer: B

QUESTION 5

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

- A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service or a reduction in the quality of an IT service
- C. The unknown cause of one or more incidents that have an impact on an IT service
- D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

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