



CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

Correct Answer: D

QUESTION 2

Which of the following is NOT an objective of the Operations Management function?

- A. Swift application of skills to diagnose any IT Operations failures that occur
- B. Regular scrutiny and improvements to achieve improved service at reduced costs
- C. First line Incident investigation and diagnosis logged by users
- D. Maintenance of status quo to achieve stability of day to day processes and activities

Correct Answer: C

QUESTION 3

Which of the following are the main objectives of incident Management? Select all that apply

- A. To minimize adverse impacts on business operations
- B. To automatically detect service affecting Events
- C. The restore normal service operation as quickly as possible

Correct Answer: A

QUESTION 4

Major Incidents require?

- A. Less documentation
- B. Longer timescales



C. Less urgency

D. Separate procedures

Correct Answer: D

QUESTION 5

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

A. People, Process, Partners, Suppliers

B. People, Process, Products, Technology

C. People, Process, Products, Partners

D. People, Products, Technology, Partners

Correct Answer: C

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