



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

ITIL V3 Foundation

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#### QUESTION 1

Which of these statements about Resources and Capabilities is CORRECT?

- A. Resources are types of Service Asset and Capabilities are not
- B. Resources and Capabilities are both types of Service Asset
- C. Capabilities are types of Service Asset and Resources are not
- D. Neither Capabilities nor Resources are types of Service Asset

Correct Answer: B

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#### QUESTION 2

Which of the following do Service Metrics measure?

- A. Processes and functions
- B. Maturity and cost
- C. The end to end service
- D. Infrastructure availability

Correct Answer: C

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#### QUESTION 3

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

Correct Answer: A

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#### QUESTION 4

Which of the following statements is CORRECT?

- A. Process owners are more important to service management than service owners
- B. Service owners are more important to service management than process owners



C. Service owners are as important to service management as process owners

D. Process owners and service owners are not required within the same organization

Correct Answer: C

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#### QUESTION 5

Which role is accountable for a specific service within an organization?

A. The Service Level Manager

B. The Business Relationship Manager

C. The Service Owner

D. The Service Continuity Manager

Correct Answer: C

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