



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

ITIL V3 Foundation

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#### QUESTION 1

Which is the first step in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Identify gaps in Service Level Agreement (SLA) achievement
- D. Where are we now?

Correct Answer: B

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#### QUESTION 2

Which of the following options is a hierarchy that is used in Knowledge Management?

- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

Correct Answer: B

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#### QUESTION 3

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

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

Correct Answer: B

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#### QUESTION 4

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure Portfolio Management is in place



- C. Ensure delivery and support of a service
- D. Ensure service Key Performance Indicators (KPIs) are reported

Correct Answer: C

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#### QUESTION 5

Which processes review Underpinning Contracts on a regular basis?

- A. Supplier Management and Service Level Management
- B. Supplier Management and Demand Management
- C. Demand Management and Service Level Management
- D. Supplier Management, Demand Management and Service Level Management

Correct Answer: A

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