CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Which of the following statements about processes is INCORRECT?

A. The output from a process has to conform to operational norms derived from business objectives

B. The objective of any IT process should be expressed in terms of business benefits and goals

C. A process may define policies, standards and guidelines

D. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

Correct Answer: D

QUESTION 2

What are Request Models used for?

A. Capacity Management

B. Modelling arrival rates and performance characteristics of service requests

C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote

D. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D

QUESTION 3

Which of the following is commonly found in a contract underpinning an IT service?Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. All of the above

Correct Answer: D

QUESTION 4

Which of the following would a major problem review examine?

1.

Things that were done correctly

2.

Things that were done incorrectly

3.

How to prevent recurrence

What could be done better in the future

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 5

Which of the following are the MAIN objectives of incident management?

1.

To automatically detect service affecting events

2.

To restore normal service operation as quickly as possible

3.

To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: B