



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

ITIL V3 Foundation

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#### QUESTION 1

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Business Relationship Management
- B. Continual Service Improvement
- C. Service Level Management
- D. Availability Management

Correct Answer: C

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#### QUESTION 2

Which statement about the Emergency Change Advisory Board (ECAB) is CORRECT?

- A. The ECAB considers every high priority Request for Change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT Director

Correct Answer: C

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#### QUESTION 3

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfilment

Correct Answer: B

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#### QUESTION 4

Which of the following statements BEST describes the aims of Release and Deployment Management?

- A. To build, test and deliver the capability to provide the services specified by Service Design and that will accomplish the stakeholders requirements and deliver the intended objectives



- B. To ensure that each Release package specified by Service Design consists of a set of related assets and service components that are compatible with each other
- C. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

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#### QUESTION 5

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

- A. The Asset Register
- B. The Service Knowledge Management System
- C. The Known Error Database
- D. The Information Management System

Correct Answer: B

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