



CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Customer satisfaction
- C. Total Cost of Ownership (TCO)
- D. Key Performance Indicators (KPIs)

Correct Answer: A

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 is the BEST definition of an Event?

- A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure
- B. An unplanned interruption to an IT service
- C. The unknown cause of one or more Incidents
- D. Reducing or eliminating the cause of an Incident or Problem

Correct Answer: A

QUESTION 4

Which of the following are aspects of Service Design?

- 1.
Architectures



2.

Technology

3.

Service Management processes

4.

Metrics

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 is the BEST definition of an event?

A. Any detectable or discernible occurrence that has significance for the management of the IT infrastructure

B. An unplanned interruption to an IT service or a reduction in the quality of an IT service

C. The unknown cause of one or more incidents that have an impact on an IT service

D. Reducing or eliminating the cause of an incident or problem

Correct Answer: A

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