

CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

Correct Answer: A

QUESTION 2

What is the definition of an Alert?

- A. A type of Incident
- B. A warning that a threshold has been reached or that something has changed
- C. An error message to the user of an application
- D. An audit report that indicates areas where IT is not performing according to agreed procedures

Correct Answer: B

QUESTION 3

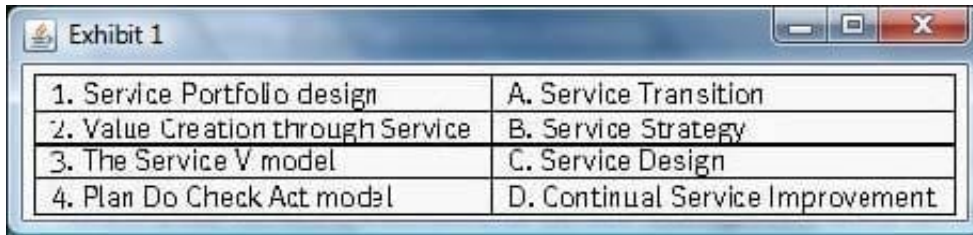
Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

Correct Answer: C

QUESTION 4

Which is the correct combination of Service Management terms across the Lifecycle?



| | |
|-----------------------------------|----------------------------------|
| 1. Service Portfolio design | A. Service Transition |
| 2. Value Creation through Service | B. Service Strategy |
| 3. The Service V model | C. Service Design |
| 4. Plan Do Check Act model | D. Continual Service Improvement |

- A. 1C, 2B, 3A, 4D
- B. 1A, 2B, 3C, 4D
- C. 1C, 2D, 3A, 4B
- D. 1B, 2C, 3D, 4A

Correct Answer: A

QUESTION 5

Which of the following are objectives of Supplier Management?

1.
Negotiating and agreeing Contracts
 2.
Updating the Supplier and Contract database
 3.
Planning for possible closure, renewal or extension of contracts
 4.
Managing relationships with internal suppliers
- A. 1, 2 and 3 only
 - B. 1, 3 and 4 only
 - C. 2, 3 and 4 only
 - D. None of the above

Correct Answer: A

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