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QUESTION 1

Event Management, Problem Management, Access Management and Request Fulfillment are part of which stage of the Service Lifecycle?

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

Correct Answer: C

QUESTION 2

What is the BEST description in of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found.
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident with a high priority or which has high impact on the business

Correct Answer: D

QUESTION 3

Which of these statements about Resources and Capabilities is CORRECT?

- A. Resources are types of Service Asset and Capabilities are not
- B. Resources and Capabilities are both types of Service Asset
- C. Capabilities are types of Service Asset and Resources are not
- D. Neither Capabilities nor Resources are types of Service Asset

Correct Answer: B

QUESTION 4

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost

- B. A function described within Service Transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

Correct Answer: D

QUESTION 5

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

- 1.
Progress
 - 2.
Effectiveness
 - 3.
Efficiency
 - 4.
?
- A. Cost
 - B. Conformance
 - C. Compliance
 - D. Capacity

Correct Answer: C

QUESTION 6

Which of the following questions does the guidance in service strategy help to answer? What services should we offer and to whom? How do we differentiate ourselves from competing alternatives? How do we create value for our customers?

- A. 1 only
- B. 2 only
- C. 3 only
- D. All of the above

Correct Answer: D

QUESTION 7

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 8

Which of the following statements is CORRECT?

1.
The only phase of the Service Management Lifecycle where value can be measured is Service Operation
 2.
All of the phases of the lifecycle are concerned with the value of IT services
- A. Both of the above
 - B. Neither of the above
 - C. 2 only
 - D. 1 only

Correct Answer: C

QUESTION 9

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Requirements, resources and capabilities needed and agreed
- B. Only requirements needed and agreed
- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

Correct Answer: A

QUESTION 10

Where should details of a Workaround always be documented?

- A. The Service Level Agreement (SLA)
- B. The Problem Record
- C. The Availability Management Information System
- D. The IT Service Continuity Plan

Correct Answer: B

QUESTION 11

Which of the following is the BEST description of a service-based service level agreement (31 A)

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

Correct Answer: D

QUESTION 12

Which of these would fall outside the scope of a typical service change management process

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

Correct Answer: D

QUESTION 13

Contracts relating to an outsourced Data Centre would be managed by?

- A. Service Desk

- B. IT Operations Control
- C. Technical Management
- D. Facilities Management

Correct Answer: D

QUESTION 14

In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively at the 3rd line
- B. Manage Incidents effectively through 1st, 2nd and 3rd line
- C. Only manage Incidents effectively through 1st and 2nd line
- D. Only manage Incidents effectively through the 1st line

Correct Answer: B

QUESTION 15

Which one of the following statements about Incident reporting and logging is correct?

- A. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- B. Incidents reported by technical staff must be logged as problems because technical staff manage infrastructure devices not services
- C. Incident can only be reported by users, since they are only the only people who know when a service has been disrupted
- D. Incidents can be reported by anyone who detects a disruptions or potential disruption to normal service. This includes technical staff

Correct Answer: B

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