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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 definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- C. The objective of any IT process should be expressed in terms of business benefits and goals
- D. A process may define policies, standards and guidelines

Correct Answer: B

QUESTION 2

Why are public frameworks and standards (such as ITIL) attractive when compared to proprietary knowledge?

- A. Proprietary Knowledge is difficult to adopt, replicate or transfer since it is often undocumented
- B. Public standards are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

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

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 5

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Correct Answer: D

QUESTION 6

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of contracts.
- B. Development, negotiation and agreement of Organizational Level Agreements
- C. Development, negotiation and agreement of Service Level Agreements.
- D. Development, negotiation and agreement of Service Portfolio

Correct Answer: A

QUESTION 7

The Supplier Management process includes:

- 1: Service Design activities, to ensure that contracts will be able to support the service requirements
- 2: Service Operation activities, to monitor and report supplier achievements
- 3:
Continual Improvement activities, to ensure that suppliers continue to meet or exceed the needs of the business

A.

1 and 2 only

B.

1 only

C.

All of the above

D.

1 and 3 only

Correct Answer: C

QUESTION 8

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

A. Resources and Capabilities

B. Services and Infrastructure

C. Utility and Warranty

D. Applications and Infrastructure

Correct Answer: A

QUESTION 9

Which of the following availability management activities are? Considered to be proactive as opposed to reactive

1.

Monitoring system availability

2.

Designing availability into a proposed solution

A. Neither of the above

B. Both of the above

C. 1 only

D. 2 only

Correct Answer: D

Reference: <http://theartofservice.com/availability-management-activities.html>

QUESTION 10

Identity and Rights are two major concepts involved in which one of the following processes?

- A. Access Management
- B. Facilities Management
- C. Event Management
- D. Demand Management

Correct Answer: A

QUESTION 11

Which of the following statements is CORRECT for every process?

1.
It delivers its primary results to a customer or stakeholder
2.
It defines activities that are executed by a single function

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

Correct Answer: B

QUESTION 12

The difference between a Service Level Agreement (SLA) and an Operational Level Agreement (OLA) is that:

- A. An SLA is legally binding, an OLA is a best efforts agreement
- B. An SLA defines the service to be provided, an OLA defines internal support needed to deliver the service
- C. An SLA defines Service Level Requirements, an OLA defines Service Level Targets
- D. An SLA is with an external customer, an OLA is with an internal customer

Correct Answer: A

QUESTION 13

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The IT Director
- B. The Process Owner
- C. The Service Owner
- D. The Customer

Correct Answer: B

QUESTION 14

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Incident Management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Access management

Correct Answer: B

QUESTION 15

Which of the following activities are carried out in the "Where do we want to be?" step of the continual service improvement (CSI) model / approach?

- A. Implementing service and process improvements
- B. Reviewing measurable improvements
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

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