

CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Which of the following statements BEST describes a Definitive Media Library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure electronic library that contains all copies of software and licenses
- C. A secure library where definitive authorized versions of all software and back-ups are stored and protected
- D. A secure library where definitive authorized versions of all media Configuration Items (CIs) are stored and protected

Correct Answer: D

QUESTION 2

Which of the following is NOT a responsibility of service transition?

- A. To ensure that a service can be managed, operated and supported within constraints specified by design
- B. To design and develop capabilities for service management
- C. To provide quality knowledge of change and release and deployment management
- D. To plan the resource requirements to manage a release

Correct Answer: B

QUESTION 3

A consultant has made two recommendations to you in a report:

1.

To include legal terminology in your Service Level Agreements (SLAs)

2.

It is not necessary to be able to measure all the targets in an SLA

Which of the recommendations conform to Service Level Management good practice?

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

Correct Answer: D

QUESTION 4

Which is the BEST definition of a Configuration Item (CI)?

- A. An item of hardware or software registered in the asset database
- B. A collection of information used to describe a hardware or software item
- C. An asset, service component or other item that is, or will be, under the control of Configuration Management
- D. Information recorded by the Service Desk when an Incident is reported

Correct Answer: C

QUESTION 5

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

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