

CMS7^{Q&As}

ITIL V3 Foundation

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QUESTION 1

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- B. Produce and maintain all necessary Service Transition packages
- C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answer: B

QUESTION 2

Which of the following are the two primary elements that create value for customers?

- A. Value on Investment (VOI), Return on Investment (ROI)
- B. Customer and User satisfaction
- C. Understanding Service Requirements and Warranty
- D. Utility and Warranty

Correct Answer: D

QUESTION 3

Which process lists "Understanding patterns of business activity" as a major role?

- A. Demand Management
- B. Supplier Management
- C. Service Desk
- D. Request Fulfillment

Correct Answer: A

QUESTION 4

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act

B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement

D. The entire cycle should be repeated multiple times to implement Continual Improvement

Correct Answer: D

QUESTION 5

What are the categories of event described in the ITIL Service Operation book?

A. Informational, Scheduled, Normal

B. Scheduled, Unscheduled, Emergency

C. Informational, Warning, Exception

D. Warning, Reactive, Proactive

Correct Answer: C

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