CMS7[Q&As]

ITIL V3 Foundation

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QUESTION 1

You are reviewing a presentation that will relay the value of adopting Service Design disciplines. Which statement would NOT be part of the value proposition?

A. Reduced Total Cost of Ownership

B. Improved quality of service

C. Improved Service alignment with business goals

D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 2

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

A. Business Objectives, IT Objectives, Process Metrics

B. Process Models, Goals and Objectives

C. Vision and Strategy, Tactical Goals and Operational Goals

D. Business and IT Strategy and Process Definitions

Correct Answer: C

QUESTION 3

Which core publication will you find detailed descriptions of service catalog management, information security and support management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

Correct Answer: B

Reference: http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library#Service_Design

QUESTION 4

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 5

Remediation planning is BEST described in which of the following ways?

A. Planning how to recover the cost of a change

B. Planning the steps required to be taken if a Change is unsuccessful

C. Planning how to compensate a user for a failed change

D. Planning how to advise the change request of a failed change

Correct Answer: B

QUESTION 6

What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers

B. Reporting intervals should be set by the Service Provider

C. Reports should be produced weekly

D. Service reporting intervals must be the same for all services

Correct Answer: A

QUESTION 7

In which document would you expect to see an overview of actual service achievements against targets?

A. Operational Level Agreement (OLA)

B. Capacity Plan

C. Service Level Agreement (SLA)

D. SLA Monitoring Chart (SLAM)

Correct Answer: D

QUESTION 8

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 9

Consider the following list:

1) Change Authority

2) Change Manager

3) Change Advisory Board (CAB) What are these BEST described as?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Correct Answer: D

QUESTION 10

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 11

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C

QUESTION 12

A plan for managing the end of a supplier contract should be created when?

A. The contract is being negotiated

B. The contract is about to be ended

C. The Supplier Manager decides that there is a risk the contract might need to end soon

D. The contract has been agreed

Correct Answer: A

QUESTION 13

A Service Design Package should be produced for which of the following?

1.

 A new IT service

2.

 A major change to an IT service

3.

![Pass2Lead](https://Pass2Lead.com)
An Emergency Change to an IT service

4.

 An IT service retirement

A. 1, 2 and 3 only

B. 1, 2 and 4 only

C. 1, 3 and 4 only

D. All of the above

Correct Answer: B

QUESTION 14

In the phrase "People, Processes, Products and Partners". Products refers to:

A. IT Infrastructure and Applications

B. Services, technology and tools

C. Goods provided by third parties to support the IT Services

D. All assets belonging to the Service Provider

Correct Answer: B

QUESTION 15

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

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