



# CMS7<sup>Q&As</sup>

ITIL V3 Foundation

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### QUESTION 1

Which of the following are valid parts of the Service Portfolio?

1.

Service Pipeline

2.

Service Knowledge Management System (SKMS)

3.

Service Catalogue

A. 1 and 2 only

B. 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: C

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### QUESTION 2

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

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### QUESTION 3

Which of the following statements about Service Asset and Configuration Management is/are CORRECT?

1.

A Configuration Item (CI) can exist as part of any number of other CIs at the same time

2.

Choosing the right CI level is a matter of achieving a balance between information availability and the right level of



control

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

Correct Answer: C

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#### QUESTION 4

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

Correct Answer: C

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#### 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

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