

# QUESTIONS & ANSWERS

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**PEOPLECERT**

**CMS7**

*ITIL V3 Foundation*

**QUESTION: 358**

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

**Answer: D**

**QUESTION: 359**

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfilment

**Answer: B**

**QUESTION: 360**

Which areas of service management can benefit from automation?

1. Design and modelling
2. Reporting
3. Pattern recognition and analysis
4. Detection and monitoring

- A. 1, 2 and 3 only
- B. 1, 3 and 4 only
- C. 2, 3 and 4 only
- D. All of the above

**Answer: D**

**QUESTION: 361**

Which process is responsible for monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

**Answer:** B

**QUESTION:** 362

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service affecting events
2. To restore normal service operation as quickly as possible
3. To minimize adverse impacts on business operations

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. All of the above

**Answer:** B

**QUESTION:** 363

The information that is passed to service transition to enable the implementation of a new service is called what?

- A. A service level package (SLP)
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A new service package (NSP)

**Answer:** C

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**QUESTION:** 364

Which of the following are managed by facilities management? Hardware within a data centre or computer room Applications Power and cooling equipment Recovery sites

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

**Answer:** C

**QUESTION:** 365

Which of the following is NOT a part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking the overall service strategies and ensuring 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

**Answer:** A

**QUESTION:** 366

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

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Answer:** D

**QUESTION:** 367

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

**Answer:** A

**QUESTION:** 368

Which of the following is the correct set of steps for the continual service improvement model/approach?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
- B. Where do we want to be?; How do we get there?; How do we check we have arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

**Answer:** D

**QUESTION:** 369

Which of the following is commonly found in a contract underpinning an IT service? Financial arrangements related to the contract Description of the goods or service provided Responsibilities and dependencies for both parties

- A. 1 and 2 only
- B. 1 and 3 only
- C. 2 and 3 only
- D. All of the above

**Answer:** D

**QUESTION:** 370

Who is responsible for defining key performance indicators (KPIs) for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

**Answer:** A

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