

CMS7^{Q&As}

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QUESTION 1

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Event Management

Correct Answer: B

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

- A. Service Level Management
- B. Performance Management
- C. Capacity Management
- D. Event Management

Correct Answer: B

QUESTION 4

Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

- A. Remediation Planning
- B. Categorization
- C. Prioritization
- D. Review and Close

Correct Answer: A

QUESTION 5

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Request Fulfillment
- C. Release and Deployment Management
- D. Incident Management

Correct Answer: B

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