# ITIL-F-CHS<sup>Q&As</sup>

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**QUESTION 1**

Which of the following BEST describes partners\\' in the phrase people, processes, products and partners"?

A. Suppliers, manufacturers and vendors

B. Customers

C. Internal departments

D. The facilities management function

Correct Answer: A

**QUESTION 2**

Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities

B. To ensure service levels are met and breaches of agreements are avoided

C. To enable the incident management database to be partitioned for greater efficiency

D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

**QUESTION 3**

The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service

B. An unplanned interruption to service or a reduction in the quality of service

C. Any disruption to service whether planned or unplanned

D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

**QUESTION 4**

Which process has the following objective, \\'Produce service design packages (SDPs) based on service charters and change requests\\'?

A. Service transition planning and support

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B. Design coordination

C. Service level management

D. Change management

Correct Answer: B

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**QUESTION 5**

Which of the following would commonly be found in a contract underpinning an IT service?

1.

 Financial arrangements related to the contract

2.

 Description of the goods or service provided

3.

 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

Correct Answer: D

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