

ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description

Correct Answer: A

QUESTION 2

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 3

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

Correct Answer: C

QUESTION 4

Which of the following are reasons why ITIL is successful?

- 1.

ITIL is vendor neutral

2.

It does not prescribe actions

3.

ITIL represents best practice

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 5

What is the primary focus of the business management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

B. Review of all capacity supplier agreements and underpinning contracts with supplier management

C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

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