ITIL-F-CHS^{Q&As}

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QUESTION 1

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers

B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B

QUESTION 2

Which of the following statements is CORRECT for every process?

1.

 It delivers its primary results to a customer or stakeholder

2.

 It defines activities that are executed by a single function

A. Both of the above

B. 1 only

C. Neither of the above

D. 2 only

Correct Answer: B

QUESTION 3

Which one of the following statements is CORRECT?

A. The configuration management system is part of the known error database

B. The service knowledge management system is part of the configuration management system

C. The configuration management system is part of the service knowledge management system

D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 4

What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

A. Business services

B. Component services

C. Supporting services

D. Customer services

Correct Answer: C

QUESTION 5

Which process will regularly anal0yse incident data to identify discernible trends?

A. Service level management

B. Problem management

C. C0hange management

D. Event management

Correct Answer: B

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