ITIL-F-CHS^{Q&As}

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QUESTION 1

What is the primary focus of business capacity 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

QUESTION 2

Which of the following is NOT an objective of request fulfillment?

A. To provide information to users about what services are available and how to request them

B. To update the service catalogue with services that may be requested through the service desk

C. To provide a channel for users to request and receive standard services

D. To source and deliver the components of standard services that have been requested

Correct Answer: B

QUESTION 3

Which role is responsible for carrying out the activities of a process?

A. Process owner

B. Change manager

C. Service manager

D. Process practitioner

Correct Answer: D

QUESTION 4

Which one of the following is it the responsibility of supplier management to negotiate and agree?

A. Service level agreements (SLAs)

B. Third-party contracts

C. The service portfolio

D. Operational level agreements (OLAs)

Correct Answer: B

QUESTION 5

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

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