

ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

In which of the following areas would ITIL complementary guidance provide assistance?

1.

Adapting best practice for specific industry sectors

2.

Integrating ITIL with other operating models

A. Both of the above

B. Neither of the above

C. Option 1 only

D. Option 2 only

Correct Answer: A

QUESTION 2

What are the three service provider business models?

A. Internal service provider, outsourced 3rd party and off-shore party

B. Internal service operations provider, external service operations provider, shared service unit

C. Internal service provider, external service provider, outsourced 3rd party

D. Internal service provider, external service provider, shared service unit

Correct Answer: D

QUESTION 3

What is the BEST description of an operational level agreement (OLA)?

A. An agreement between the service provider and another part of the same organization

B. An agreement between the service provider and an external organization

C. A document that describes to a customer how services will be operated on a day-to-day basis

D. A document that describes business services to operational staff

Correct Answer: A

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 one of the following is the BEST description of a major incident?

- A. An incident which is so complex that it requires root cause analysis before a workaround can be found
- B. An incident which requires a large number of people to resolve
- C. An incident logged by a senior manager
- D. An incident which has a high priority or a high impact on the business

Correct Answer: D

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