

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

ITIL Foundation-CHS

**Pass EXIN ITIL-F-CHS Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/itil-f-chs.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



## QUESTION 1

Which process would seek to understand levels of customer satisfaction and communicate what action plans have been put in place to deal with dissatisfaction?

- A. Availability management
- B. Capacity management
- C. Business relationship management
- D. Service catalogue management

Correct Answer: C

---

## QUESTION 2

Which of these should a change model include?

- 1.  
The steps that should be taken to handle the change
- 2.  
Responsibilities; who should do what, including escalation
- 3.  
Timescales and thresholds for completion of the actions
- 4.  
Complaints procedures

- A. 1, 2 and 3 only
- B. All of the above
- C. 1 and 3 only
- D. 2 and 4 only

Correct Answer: A

---

## QUESTION 3

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management

- B. IT operations management
- C. Capacity management
- D. Incident management

Correct Answer: B

---

#### QUESTION 4

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

Correct Answer: B

---

#### QUESTION 5

Which process has the following objective "Establish new or changed services into supported environments within the predicted cost, time and resource estimates"?

- A. Service strategy
- B. Service transition planning and support
- C. Service level management
- D. Change management

Correct Answer: B

[ITIL-F-CHS PDF Dumps](#)

[ITIL-F-CHS Practice Test](#)

[ITIL-F-CHS Exam Questions](#)