ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

When can a known error record be raised?

1.

 At any time it would be useful to do so

2.

 After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 2

Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Correct Answer: A

QUESTION 3

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 4

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 5

Which of the following should IT service continuity strategy be based on?

1.

 Design of the service metrics

2.

 Business continuity strategy

3.

 Business impact analysis (BIA)

4.

 Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

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