

ITIL-F-CHS^{Q&As}

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QUESTION 1

Which of the following would commonly be found in a contract underpinning an IT service?

1.
Financial arrangements related to the contract
 2.
Description of the goods or service provided
 3.
Responsibilities and dependencies for both parties
- A. 1 and 2 only
B. 1 and 3 only
C. 2 and 3 only
D. All of the above

Correct Answer: D

QUESTION 2

Which of the following is NOT a valid objective of problem management?

- A. To prevent problems and their resultant Incidents
B. To manage problems throughout their lifecycle
C. To restore service to a user
D. To eliminate recurring incidents

Correct Answer: C

QUESTION 3

Which process would be used to compare the value that newer services have offered over those they have replaced?

- A. Availability management
B. Capacity management
C. Service portfolio management
D. Service catalogue management

Correct Answer: C

QUESTION 4

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B

QUESTION 5

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

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