



ITIL-F-CHS^{Q&As}

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QUESTION 1

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data

Correct Answer: C

QUESTION 2

Which process is responsible for managing relationships with vendors?

- A. Change management
- B. Service portfolio management
- C. Supplier management
- D. Continual service improvement

Correct Answer: C

QUESTION 3

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

QUESTION 4

Which of the following should be considered when designing measurement systems, methods and metrics?

1.

The services

2.

The architectures

3.

The configuration items

4.

The processes

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

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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