ITIL-F-CHS Q&As

ITIL Foundation-CHS

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QUESTION 1

Which areas of service management can benefit from automation?

1.

Design and modeling

2.

Reporting

3.

Pattern recognition and analysis

4.

Detection and monitoring

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 2

Which one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Correct Answer: A

QUESTION 3

Which process is responsible for controlling, recording and reporting on the relationships between components of the IT infrastructure?

A. Service level management

B. Change management

C. Incident management

D. Service asset and configuration management

Correct Answer: D

QUESTION 4

Which one of the following do technology metrics measure?

A. Components

B. Processes

C. The end-to-end service

D. Customer satisfaction

Correct Answer: A

QUESTION 5

Which role is responsible for carrying out the activities of a process?

A. Process owner

B. Change manager

C. Service manager

D. Process practitioner

Correct Answer: D

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