



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

ITIL Foundation-CHS

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### QUESTION 1

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D

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### QUESTION 2

Where would all the possible service improvement opportunities be recorded?

- A. CSI register
- B. Known error database
- C. Capacity management information system
- D. Configuration management database

Correct Answer: A

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### QUESTION 3

Which of the following are types of service defined in ITIL?

- 1.  
Enabling
- 2.  
Core
- 3.  
Enhancing
- 4.  
Computer

A. 1, 3 and 4 only

B. 2, 3 and 4 only



C. 1, 2 and 4 only

D. 1, 2 and 3 only

Correct Answer: D

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#### QUESTION 4

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management

B. Service portfolio management

C. Request fulfilment

D. Demand management

Correct Answer: C

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#### QUESTION 5

Which of the following provide value to the business from service strategy?

1.

Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

2.

Enabling the service provider to respond quickly and effectively to changes in the business environment

3.

Support the creation of a portfolio of quantified services

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

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