ITIL-F-CHS Q&As

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QUESTION 1

Which of these recommendations is best practice for service level management?

1.

Include legal terminology in service level agreements (SLAs)

2.

It is NOT necessary to be able to measure all the targets in an SLA

A. 1 only

B. 2only

C. Both of the above

D. Neither of the above

Correct Answer: D

QUESTION 2

Which of the following processes contributes MOST to quantifying the financial value of IT services to the business?

A. Service level management

B. Financial management

C. Demand management

D. Risk management

Correct Answer: B

QUESTION 3

The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service

B. An unplanned interruption to service or a reduction in the quality of service

C. Any disruption to service whether planned or unplanned

D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

QUESTION 4

What is the primary focus of business capacity management?

A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology

B. Review of all capacity supplier agreements and underpinning contracts with supplier management

C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services

D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

QUESTION 5

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

A. Service design

B. Service transition

C. Continual service improvement

D. Service operation

Correct Answer: A

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