ITIL-F-CHS Q&As

ITIL Foundation-CHS

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QUESTION 1

Which of the following activities are performed by a desk?

1.

Logging details of incidents and service requests

2.

Providing first-line investigation and diagnosis

3.

Restoring service

4.

Implementing all standard changes

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

QUESTION 2

Which types of communication would the functions within service operation use?

1.

Communication between data centre shifts

2.

Communication related to changes

3.

Performance reporting

4.

Routine operational communication

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 3

Which of the following is MOST concerned with the design of new or changed services?

A. Change management

B. Service transition

C. Service strategy

D. Service design

Correct Answer: D

QUESTION 4

Which of the following statements is CORRECT for every process?

1.

It delivers its primary results to a customer or stakeholder

2.

It defines activities that are executed by a single function

A. Both of the above

B. 1 only

C. Neither of the above

D. 2 only

Correct Answer: B

QUESTION 5

What are customers of IT services who work in the same organization as the service provider known as?

A. Strategic customers

B. External customers

C. Valued customers

D. Internal customers

Correct Answer: D

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