



ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

Pass EXIN ITIL-F-CHS Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/itil-f-chs.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Which of the following are valid parts of the service portfolio?

1.

Service pipeline

2.

Service knowledge management system (SKMS)

3.

Service catalogue

A. 1 and 2 only

B. 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: C

QUESTION 2

Which one of the following is the purpose of service level management?

A. To carry out the service operations activities needed to support current IT services

B. To ensure that sufficient capacity is provided to deliver the agreed performance of services

C. To create and populate a service catalogue

D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

QUESTION 3

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve

B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?

C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution



D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Correct Answer: D

QUESTION 4

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

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

Correct Answer: C

QUESTION 5

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

Correct Answer: B

[Latest ITIL-F-CHS Dumps](#)

[ITIL-F-CHS VCE Dumps](#)

[ITIL-F-CHS Study Guide](#)