ITIL-F-CHS Q&As

ITIL Foundation-CHS

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QUESTION 1

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database

B. A definitive media library

C. A request for change

D. A known error database

Correct Answer: D

QUESTION 2

Which of the following are reasons why ITIL is successful?

1.

ITIL is vendor neutral

2.

It does not prescribe actions

3.

ITIL represents best practice

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 3

Which of the following identifies the purpose of service transition planning and support?

A. Provide overall planning for service transitions and co-ordinate the resources they require

B. Ensure that all service transitions are properly authorized

C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked

D. To define testing scripts to ensure service transitions are unlikely to ever fail

Correct Answer: A

QUESTION 4

What is the act of transforming resources and capabilities into valuable service better known as?

A. Service management

B. Incident management

C. Resource management

D. Service support

Correct Answer: A

QUESTION 5

Which reason describes why ITIL is so successful?

A. The five ITIL volumes are concise

B. It is not tied to any particular vendor platform

C. It tells service providers exactly how to be successful

D. It is designed to be used to manage projects

Correct Answer: B

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