ITIL-F-CHS Q&As

ITIL Foundation-CHS

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QUESTION 1

Which of the following would NOT be contained in a release policy?

A. Naming and numbering conventions

B. Entry and exit criteria of the release into testing

C. Roles and responsibilities for the release

D. The risk register for the release

Correct Answer: D

QUESTION 2

Which of the following is not a service desk type recognized in the service operation volume of ITIL?

A. Local

B. Centralized

C. Outsourced

D. Virtual

Correct Answer: C

QUESTION 3

Which of the following is NOT an objective of request fulfillment?

A. To provide information to users about what services are available and how to request them

B. To update the service catalogue with services that may be requested through the service desk

C. To provide a channel for users to request and receive standard services

D. To source and deliver the components of standard services that have been requested

Correct Answer: B

QUESTION 4

Which of the following is the best definition of service management?

A. The ability to keep services highly available to meet the business needs

B. A set of specialized organizational capabilities for providing value to customers in the form of services

C. A complete set of all the documentation required to deliver world class services to customers

D. An internationally recognized methodology to provide valuable services to customers

Correct Answer: B

QUESTION 5

What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

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