



ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

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 2

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

QUESTION 3

Which of the following availability management activities is/are considered to be proactive as opposed to reactive?

1.
Monitoring system availability
2.
Designing availability into a proposed solution

- A. None of the above
- B. Both of the above
- C. 1 only
- D. 2 only

Correct Answer: D



QUESTION 4

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

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Correct Answer: C

QUESTION 5

What is a RACI model used for?

- A. Performance analysis
- B. Recording configuration items
- C. Monitoring services
- D. Defining roles and responsibilities

Correct Answer: D

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