



ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 2

What would be the next step in the continual service improvement (CSI) model after?

1.

What is the vision?

2.

Where are we now?

3.

Where do we want to be?

4.

How do we get there?

5.

Did we get there?

6.

?

- A. What is the return on investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the value on investment (VOI)?

Correct Answer: C



QUESTION 3

Which of these recommendations is best practice for service level management?

1.

Include legal terminology in service level agreements (SLAs)

2.

It is NOT necessary to be able to measure all the targets in an SLA

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: D

QUESTION 4

Which process is responsible for providing the rights to use an IT service?

A. Incident management

B. Access management

C. Change management

D. Request fulfillment

Correct Answer: B

QUESTION 5

In which of the following areas would ITIL complementary guidance provide assistance?

1.

Adapting best practice for specific industry sectors

2.

Integrating ITIL with other operating models

A. Both of the above

B. Neither of the above



C. Option 1 only

D. Option 2 only

Correct Answer: A

QUESTION 6

Consider the following list:

1.

Change authority

2.

Change manager

3.

Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Correct Answer: D

QUESTION 7

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

QUESTION 8

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 9

Which of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 10

Which of the following processes are performed by the service desk?

- 1.
Capacity management
- 2.
Request fulfillment
- 3.
Demand management
- 4.
Incident management

- A. All of the above
- B. 3 and 4 only
- C. 2 and 4 only
- D. 2 only

Correct Answer: C



QUESTION 11

Which areas of service management can benefit from automation?

1.
Design and modeling
 2.
Reporting
 3.
Pattern recognition and analysis
 4.
Detection and monitoring
- A. 1, 2 and 3 only
B. 1, 3 and 4 only
C. 2, 3 and 4 only
D. All of the above

Correct Answer: D

QUESTION 12

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 13

Which of the following are types of service defined in ITIL?

1.

Core

2.

Enabling

3.

Special

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

QUESTION 14

Which of the following BEST describes a problem?

A. An issue reported by a user

B. The cause of two or more incidents

C. A serious incident which has a critical impact to the business

D. The cause of one or more incidents

Correct Answer: D

QUESTION 15

Where would all the possible service improvement opportunities be recorded?

A. CSI register



- B. Known error database
- C. Capacity management information system
- D. Configuration management database

Correct Answer: A

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