



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.passapply.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 can include steps that will help to resolve an incident?

1.
Incident model
 2.
Known error record
- A. 1 only
B. 2only
C. Both of the above
D. Neither of the above

Correct Answer: C

QUESTION 2

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

- A. Employers
B. Stakeholders
C. Regulators
D. Accreditors

Correct Answer: B

QUESTION 3

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services
B. It is mandatory that all changes are subject to design coordination activity
C. Only changes to business critical systems
D. Any change that the organization believes could benefit

Correct Answer: D



QUESTION 4

Which of the following should be done when closing an incident?

1.
Check the incident categorization and correct it if necessary
2.
Check that the user is satisfied with the outcome

- A. 1 only
- B. Both of the above
- C. 2 only
- D. Neither of the above

Correct Answer: B

QUESTION 5

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Correct Answer: C

QUESTION 6

Which of the following BEST describes technical management?

- A. A function responsibilities for facilities management and building control systems
- B. A function that provides hardware repair services for technology involved in the delivery of service to customers
- C. Senior managers responsibilities for all staff within the technical support function
- D. A function that includes providing technical expertise and overall management of the IT infrastructure

Correct Answer: D



QUESTION 7

Which of the following is NOT a source of best practice?

- A. Standards
- B. Technology
- C. Academic research
- D. Internal experience

Correct Answer: B

QUESTION 8

A process owner is responsible for which of the following?

- 1.
Defining the process strategy
- 2.
Assisting with process design
- 3.
Improving the process
- 4.
Performing all activities involved in a process

- A. 2, 3 and 4 only
- B. All of the above
- C. 1, 2 and 3 only
- D. 1, 2 and 4 only

Correct Answer: C

QUESTION 9

Which of the following types of service should be included in the scope of service portfolio management?

- 1.
Those planned to be delivered



2.

Those being delivered

3.

Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 10

Which of the following are benefits to the business of implementing service transition?

1.

Better reuse and sharing of assets across projects and resources

2.

Reduced cost to design new services

3.

Result in higher volume of successful changes

A. 1 and 2 only

B. 2 and 3 only

C. 1 and 3 only

D. None of the above

Correct Answer: C

QUESTION 11

Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership

B. Improved quality of service

C. Improved Service alignment with business goals



D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 12

Which one of the following is NOT a responsibility of the service transaction stage of the service lifecycle?

- A. To ensure that a service managed and operated accordance with constraints specified during design
- B. To design and develop capabilities for service management
- C. To provide good-quality knowledge and information about services
- D. To plan the resources required to manage a release

Correct Answer: B

QUESTION 13

What is the PRIMARY process for strategic communication with the service provider's customers?

- A. Service catalogue management
- B. Service portfolio management
- C. Service desk
- D. Business relationship management

Correct Answer: D

QUESTION 14

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

- A. An internal service provider that is embedded within a business unit
- B. A complete set of all the documentation required to deliver world class services to customers
- C. Technical implementation of supporting IT infrastructure components
- D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

QUESTION 15

Which one of the following statements is CORRECT?



- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

Correct Answer: C

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

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

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