



ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

QUESTION 2

The definitive media library is the responsibility of:

- A. Facilities management
- B. Access management
- C. Request fulfillment
- D. Service asset and configuration management

Correct Answer: D

QUESTION 3

Which of the following statements about standard changes are CORRECT?

1.
The approach is pre-authorized
2.
The risk is usually low and well understood
3.
Details of the change will be recorded
4.
Some standard changes will be triggered by the request fulfilment process

A. 1 only



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

Correct Answer: D

QUESTION 4

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

QUESTION 5

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

Correct Answer: C

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