



ITIL-F-CHS^{Q&As}

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QUESTION 1

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

Correct Answer: B

QUESTION 2

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Correct Answer: C

QUESTION 3

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C

QUESTION 4

Which of the following are basic concepts used in access management?

- A. Personnel, electronic, network, emergency, identity



- B. Rights, access, identity, directory services, service/service components
- C. Physical, personnel, network, emergency, service
- D. Normal, temporary, emergency, personal, group

Correct Answer: B

QUESTION 5

Which of the following statements describes the objectives of service asset and configuration management?

1.

To identify, control, report and verify service assets and configuration items (CIs)

2.

To account for, manage and protect the integrity of service assets and configuration items

3.

To establish and maintain an accurate and complete configuration management system

4.

To document all security controls together with their operation and maintenance

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

Correct Answer: A

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