ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

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

QUESTION 2

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1.

 Providing an understanding of what strategy is

2.

 Ensuring a working relationship between the customer and service provider

3.

 Defining how value is created

A. 1 only

B. 2 only

C. 3 only

D. All of the above

Correct Answer: D

QUESTION 3

Which of the following identifies the purpose of service transition planning and support?

A. Provide overall planning for service transitions and co-ordinate the resources they require

B. Ensure that all service transitions are properly authorized

C. Provide the resources to allow all infrastructure elements of a service transition to be recorded and tracked

D. To define testing scripts to ensure service transitions are unlikely to ever fail

Correct Answer: A

QUESTION 4

Which of the following activities would be performed by a process manager?

1.

 Monitoring and reporting on process performance

2.

 Identifying improvement opportunities

3.

 Appointing people to required roles

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 5

Access management is closely related to which other process?

A. Capacity management only

B. 3rd line support

C. Information security management

D. Change management

Correct Answer: C