ITIL-F-CHS^{Q&As}

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QUESTION 1

Which of the following is NOT an objective of Continual Service Improvement?

A. Review and analyze Service Level Achievement results

B. Identify activities to improve the efficiency of service management processes

C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction

D. Conduct activities to deliver and manage services at agreed levels to business users

Correct Answer: D

QUESTION 2

Which of the following statement about the service owner is INCORRECT?

A. Carries out the day-to-day monitoring and operation of the service they own

B. Contributes to continual improvement affecting the service they own

C. Is a stakeholder in all of the IT processes which support the service they own

D. Is accountable for a specific service within an organization

Correct Answer: A

QUESTION 3

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

A. An agreement with an individual customer group, covering all the services that they use

B. An agreement that covers one service for a single customer

C. An agreement that covers service specific issues in a multi-level SLA structure

D. An agreement that covers one service for all customers of that service

Correct Answer: D

QUESTION 4

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database

B. A definitive media library

C. A request for change

D. A known error database

Correct Answer: D

QUESTION 5

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality

B. Strategic, tactical and operational

C. Critical success factors (CSFs), key performance indicators (KPIs), activities D. Technology, process and service

Correct Answer: D