ITIL-F-CHS^{Q&As}

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QUESTION 1

Which process is responsible for managing relationships with vendors?

A. Change management

B. Service portfolio management

C. Supplier management

D. Continual service improvement

Correct Answer: C

QUESTION 2

Which of the following is the BEST description of a centralized service desk?

A. The desk is co-located within or physically close to the user community it serves

B. The desk uses technology and other support tools to give the impression that multiple desk locations are in one place

C. The desk provides 24 hour global support

D. There is a single desk in one location serving the whole organization

Correct Answer: D

QUESTION 3

Which of these recommendations is best practice for service level management?

1.

 Include legal terminology in service level agreements (SLAs)

2.

 It is NOT necessary to be able to measure all the targets in an SLA

A. 1 only

B. 2only

C. Both of the above

D. Neither of the above

Correct Answer: D

QUESTION 4

Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages

B. Producing quality, secure and resilient designs for new or improved services

C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

QUESTION 5

Which types of communication would the functions within service operation use?

1.

 Communication between data centre shifts

2.

 Communication related to changes

3.

 Performance reporting

4.

 Routine operational communication

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

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