



# ITIL-F-CHS<sup>Q&As</sup>

ITIL Foundation-CHS





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### QUESTION 1

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Correct Answer: B

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### QUESTION 2

Which areas of service management can benefit from automation?

- 1.  
Design and modeling
  - 2.  
Reporting
  - 3.  
Pattern recognition and analysis
  - 4.  
Detection and monitoring
- A. 1, 2 and 3 only
  - B. 1, 3 and 4 only
  - C. 2, 3 and 4 only
  - D. All of the above

Correct Answer: D

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### QUESTION 3

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

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#### QUESTION 4

The consideration of value creation is a principle of which stage of the service lifecycle?

- A. Continual service improvement
- B. Service strategy
- C. Service design
- D. Service transition

Correct Answer: B

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#### QUESTION 5

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

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