



ITIL-F-CHS^{Q&As}

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QUESTION 1

Which of the following are types of service defined in ITIL?

1.

Enabling

2.

Core

3.

Enhancing

4.

Computer

A. 1, 3 and 4 only

B. 2, 3 and 4 only

C. 1, 2 and 4 only

D. 1, 2 and 3 only

Correct Answer: D

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

QUESTION 3

From the perspective of the service provider, who is the person or group that agrees their service targets?

- A. The user
- B. The customer
- C. The supplier
- D. The administrator

Correct Answer: B

QUESTION 4

Which statement about the service portfolio is TRUE?

- A. The service portfolio includes all services except those managed by third parties
- B. It is an integral part of the service catalogue
- C. It allows the organization unlimited resources when planning for new service deployments
- D. It represents all resources presently engaged or being released in various stages of the service lifecycle

Correct Answer: D

QUESTION 5

Which process is responsible for providing the rights to use an IT service?

- A. Incident management
- B. Access management
- C. Change management
- D. Request fulfillment

Correct Answer: B



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