ITIL-F-CHS^{Q&As}

ITIL Foundation-CHS

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QUESTION 1

What is a service delivered between two business units in the same organization known as?

A. Strategic service

B. Delivered service

C. Internal service

D. External service

Correct Answer: C

QUESTION 2

Which of the following can include steps that will help to resolve an incident?

1.

 Incident model

2.

 Known error record

A. 1 only

B. 2only

C. Both of the above

D. Neither of the above

Correct Answer: C

QUESTION 3

Which one of the following statements about incident reporting and logging is CORRECT?

A. Incidents can only be reported by users

B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service

C. All calls to the service desk must be logged as incidents

D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

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QUESTION 4

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 5

Which of the following activities are performed by a desk?

1.

 Logging details of incidents and service requests

2.

 Providing first-line investigation and diagnosis

3.

 Restoring service

4.

 Implementing all standard changes

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

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