ITIL-F-CHS^{Q&As}

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QUESTION 1

What are the categories of event described in the ITIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

QUESTION 2

Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand management

B. Incident management

C. Release and deployment management

D. Request fulfillment

Correct Answer: D

QUESTION 3

What are the categories of events described in the ITIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

QUESTION 4

In terms of adding value to the business, which one of the following describes service operation s contribution?

A. The cost of the service is designed, predicted and validated

B. Measures for optimization are identified

C. Service value is modeled

D. Service value is visible to customers

Correct Answer: D

QUESTION 5

Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services

B. It is mandatory that all changes are subject to design coordination activity

C. Only changes to business critical systems

D. Any change that the organization believes could benefit

Correct Answer: D

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