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**Vendor:**EXIN

**Exam Code:**ITIL-F-CHS

**Exam Name:**ITIL Foundation-CHS

**Version:**Demo

### QUESTION 1

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. 2 only  
C. Both of the above  
D. Neither of the above

Correct Answer: C

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### QUESTION 2

Which of the following should IT service continuity strategy be based on?

1.  
Design of the service metrics
  2.  
Business continuity strategy
  3.  
Business impact analysis (BIA)
  4.  
Risk assessment
- A. 1, 2 and 4 only  
B. 1, 2 and 3 only  
C. 2, 3 and 4 only  
D. 1, 3 and 4 only

Correct Answer: C

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### QUESTION 3

A process owner is responsible for which of the following?

1.

Defining the process strategy

2.

Assisting with process design

3.

Improving the process

4.

Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Correct Answer: C

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### QUESTION 4

Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed

B. They are always free ensuring they can be implemented quickly

C. They are validated across a wide range of environments making them more robust

D. They make collaboration between organizations easier by giving a common language

Correct Answer: B

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### QUESTION 5

Which one of the following is the CORRECT set of steps for the continual service improvement approach?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve

B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?

C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution

D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Correct Answer: D

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#### **QUESTION 6**

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

A. Training in risk management for all staff and identification of risks

B. Identification of risk, analysis and management of the exposure to risk

C. Control of exposure to risk and investment of capital

D. Training of all staff and investment of capital

Correct Answer: B

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#### **QUESTION 7**

Which process has the purpose to ensure that, by managing the risks could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

A. Change management

B. IT service continuity management

C. Financial management for IT services

D. Service catalog management

Correct Answer: B

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#### **QUESTION 8**

Which one of the following is the BEST description of a relationship in service asset and configuration management?

A. Describes the topography of the hardware

B. Describes how the configuration items (CIs) work together to deliver the services

C. Defines which software should be installed on a particular piece of hardware

D. Defines how version numbers should be used in a release

Correct Answer: B

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**QUESTION 9**

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

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**QUESTION 10**

In which of the following areas would ITIL complementary guidance provide assistance?

1.  
Adapting best practice for specific industry sectors
2.  
Integrating ITIL with other operating models

- A. Both of the above
- B. Neither of the above
- C. Option 1 only
- D. Option 2 only

Correct Answer: A

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**QUESTION 11**

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology
- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

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**QUESTION 12**

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio
- D. A service description

Correct Answer: A