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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the most common process that is associated with the Service Desk?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Service Level Management

Correct Answer: C

QUESTION 2

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

QUESTION 3

Input from other Service Management processes is required to keep the IT service continuity plan current Which process has the most to contribute?

- A. Change management
- B. Availability management
- C. Financial management for IT services
- D. Problem management

Correct Answer: A

QUESTION 4

Which statement with regard to Information Security Management is true?

- A. Information Security Management to specifically focus on managing Information Security effective within all information systems.



- B. Management with appropriate authority shall approve an Information Security policy.
- C. Security Incidents need to be reported and recorded immediately in line with the Problem Management procedure.
- D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

QUESTION 5

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

- A. constant quality
- B. incorporating technological innovations
- C. innovating the way services are provided
- D. methodological order based on best practices

Correct Answer: A

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