ITSM20F.EN^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the definition of IT Service Management?

A. An organization supping services to one or more customers

B. Best practice guidance for operating services

C. Requirements for delivering service based upon best practices

D. Specialized organizational capabilities providing value to customers

Correct Answer: D

QUESTION 2

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

A. Availability Management

B. Capacity Management Financial

C. Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

QUESTION 3

What is the aim of an internal audit?

A. To ensure and improve one\\'s own quality capability

B. To instruct all employees that quality-related requirements must be observed

C. To monitor employee performance

D. To verify whether the defined key performance indicators (KPIs) are actually determined

Correct Answer: A

QUESTION 4

Why is it important that the Service Desk attempts to link an Incident to a Known Error?

A. because this is part of the IT Service Management model

B. because this means the incident can be resolved more quickly

C. because this allows incidents to be better tracked

D. because otherwise Problem Management cannot work

Correct Answer: B

QUESTION 5

What is a Known Error?

A. A serious incident whose resolution is known

B. A Problem that is resolved

C. A Problem for which the cause and Workaround have been identified

D. A Problem that cannot be matched

Correct Answer: D

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