



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

An e-mail client software upgrade requires a security patch for the operating system and a memory upgrade. Which process or function is responsible for rolling out these Changes?

- A. Change Management
- B. Release Management
- C. Security Management
- D. Service Desk

Correct Answer: B

QUESTION 3

A number of important documents are used within Service Level Management One of these documents consists of an overview of services and Service Levels offered. What is the name of the document?

- A. Service Catalog
- B. Service Level Agreement (SLA)
- C. Service Level Requirement
- D. Underpinning Contract

Correct Answer: A

QUESTION 4

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

- A. Capacity management



- B. Incident management
- C. Information security management
- D. Release management

Correct Answer: C

QUESTION 5

The Service Desk of supplier X continuously receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

- A. Known Error
- B. Problem
- C. Workaround
- D. Request for Change

Correct Answer: C

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