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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is a best practice for Capacity Management?

A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.

B. Decisions about service provision should be based on cost effectiveness comparisons.

C. The resilience of the infrastructure components should be measured and included in the Capacity plan.

D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 2

Different types of events are reported to the Service Desk. Which event is an incident?

A. Information about the rollout of a specific application

B. A notification that a new toner cartridge has just been installed in a printer

C. A report that the printer is not working

D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 3

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

A. Incident Management

B. Problem Management

C. Service Desk Service

D. Level Management

Correct Answer: C

QUESTION 4

Who or what should always be informed in case a release is rejected, delayed or cancelled?

A. Business relationship management

B. Change management

C. Incident management

D. The senior management representative

Correct Answer: B

QUESTION 5

What is meant by the Urgency of an Incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the time needed by IT Services to resolve the incident

D. the relative importance of the incidents when handling them

Correct Answer: A

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