



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is an ISO/EC 20000 requirement relating to the service management plan?

- A. It must be available in at least one hard copy and approved
- B. It must include the documented procedures specified by the standard
- C. It must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

Correct Answer: D

QUESTION 2

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management (SLM) require input?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

QUESTION 3

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Correct Answer: C

QUESTION 4

Which process is responsible for registering the relationships within the IT infrastructure?

- A. Asset Management



- B. Change Management
- C. Configuration Management
- D. Release Management

Correct Answer: C

QUESTION 5

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

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