



# ITSM20F<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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#### QUESTION 1

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Correct Answer: A

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#### QUESTION 2

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

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#### QUESTION 3

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

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#### QUESTION 4

Which of the following is a best practice concerning information security risk assessment?

- A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.
- B. Information security risk assessments should be performed as a result of the review of every incident.



- C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.
- D. Information security risk assessments should be performed once a year.

Correct Answer: C

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#### QUESTION 5

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

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