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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

The Service Desk of supplier X continuous 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

QUESTION 2

What may define the scope of Service Management in the Service Management plan?

A. the location of the services

B. the number of staff

C. the size of the infrastructure

D. the specific processes undertaken

Correct Answer: A

QUESTION 3

What is known as a temporary solution that enables the user to continue working?

A. Known Error

B. Request For Change (RFC)

C. Service Request

D. Workaround

Correct Answer: D

QUESTION 4

What is a parameter for measuring progress relative to key objectives in an organization?

A. Balanced Scorecard (BCS)

B. Critical Success Factor (CSF)

C. Key Performance Indicator (KPI)

D. Service Improvement Program (SIP)

Correct Answer: C

QUESTION 5

What defines Service Quality?

A. A series of activities that can be assessed in advance by a provider and customer

B. Achieving a 99.999% continuous level of availability

C. Meeting stated customer requirements and expectations

D. Providing a cost-effective service

Correct Answer: C

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