ITSM20F^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which of the following activities in the Problem Management process is related to the Change Management process?

A. identifying Problems

B. classifying Problems

C. correcting Problems

D. investigating a solution

Correct Answer: C

QUESTION 2

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

QUESTION 3

In the context of standards, what does the term "conformity" stand for?

A. Alignment of an audit nonconformity report to a re-audit report

B. Compliance with a requirement

C. Quality Management System certification by an approved body

D. Verification of supplier certification

Correct Answer: B

QUESTION 4

What is used for the assessment of maturity of organizations?

A. CMMI?

B. CobITTM

C. ITIL?

D. MOF

Correct Answer: A

QUESTION 5

What can be improved by achieving quality objectives?

A. Effectiveness of the service

B. Personal satisfaction of the Configuration Manager

C. Relationship with interested suppliers

D. Relationship with unauthorized patties

Correct Answer: A