



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

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

A number of important documents are used within Service Level Management. One of these documents consists of an overview of services and Service Levels offered. What is the name of the document?

- A. Service Catalog
- B. Service Level Agreement (SLA)
- C. Service Level Requirement
- D. Underpinning Contract



Correct Answer: A

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**QUESTION 2**

What is the most common process that is associated with the Service Desk?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Service Level Management

Correct Answer: C

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**QUESTION 3**

What is the best definition of "Quality system"?



- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Quality management practices followed by everyone in the service provider organizations
- C. organizational structure related to responsibilities, procedures and resources for implementing quality management
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

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#### QUESTION 4

Deming proposed a system of continuous improvement. Which four activities does this system involve?

- A. Plan. Do. Check and Act
- B. Plan. Do. Evaluate and Act
- C. Plan. Perform. Audit and Improve
- D. Plan. Perform. Evaluate and Act

Correct Answer: A

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#### 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 parties

Correct Answer: A

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