



ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the objective of the service reporting process?

- A. to document measures taken to manage information security effectively within all service activities
- B. to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of Incidents
- C. to produce agreed, timely, reliable, accurate information to aid decision making and effective communication
- D. to provide progress reports on the planning and implementation of service management

Correct Answer: C

QUESTION 2

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

QUESTION 3

The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

- A. After the breach
- B. Before the breach
- C. During service reporting
- D. Never

Correct Answer: B

QUESTION 4

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management
- B. Change Management



C. Incident Management



D. Problem Management

Correct Answer: B

QUESTION 5

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

- A. constant quality
- B. incorporating technological innovations
- C. innovating the way services are provided
- D. methodological order based on best practices

Correct Answer: A

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