ITSM20F^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

A. Capacity Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Correct Answer: A

QUESTION 3

What is the objective of a Management System?

A. to define, agree, record and manage levels of services

B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services

C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality

D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

Correct Answer: D

QUESTION 4

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 5

Which process is responsible for registering the relationships within the IT infrastructure?

A. Asset Management

B. Change Management

C. Configuration Management

D. Release Management

Correct Answer: C

QUESTION 6

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

QUESTION 7

What is the difference between a process owner and a process manager?

A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process

B. a process owner is a director and a process manager is a manager

C. a process owner must have a Manager\\'s Certificate and a process manager must have a Practitioner\\'s certificate

D. a process owner will work directly with business leadership and the process manager only works within IT

Correct Answer: A

QUESTION 8

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

QUESTION 9

An e-mail client software upgrade requires a security patch for the operating system and a memory upgrade. Which process or function is responsible for rolling out these Changes?

A. Change Management

B. Release Management

C. Security Management

D. Service Desk

Correct Answer: B

QUESTION 10

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

QUESTION 11

What is the objective of the Security Management process?

A. to manage information security effectively for critical services only

B. to manage information security effectively for IT staff

C. to manage information security effectively relating to the financial administration of service activities

D. to manage information security effectively within all service activities

Correct Answer: D

QUESTION 12

What is an ISO/EC 20000 requirement relating to the service management plan?

A. It must be available in at least one hard copy and approved

B. It must include the documented procedures specified by the standard

C. It must include the scope of the organization\\\'s service management plan

D. It must never include any know-how of the organization

Correct Answer: D

QUESTION 13

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management (SLM) require input?

A. Availability Management

B. Capacity Management Financial

C. Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

QUESTION 14

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management

B. Incident management

C. Information security management

D. Release management

Correct Answer: C

QUESTION 15

Who or what should always be informed in case a release is rejected, delayed or cancelled?

A. Business relationship management

B. Change management

C. Incident management

D. The senior management representative

Correct Answer: B

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