



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

What is required for an implementation of IT Service Management to be successful?

- A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation
- B. Buy-in specifically from the levels in the organization which will be operationally involved in IT Service Management activities
- C. The appointment of a specialist department responsible for the development of the process structures
- D. The involvement and commitment of personnel at all levels in the organization from operational staff to top management

Correct Answer: D

QUESTION 2

The Service Desk of supplier X continuously 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 3

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 4



Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

- A. Incident Management
- B. Problem Management
- C. Service Desk Service
- D. Level Management

Correct Answer: C

QUESTION 5

What must be included in a well defined Process structure?

- A. expected results
- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

QUESTION 6

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

QUESTION 7

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 8

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 9

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Desk

Correct Answer: A

QUESTION 10

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



QUESTION 11

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 12

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Correct Answer: C

QUESTION 13

Which processes should the Plan, Do, Check, Act methodology be applied to?

- A. all of the processes within the scope
- B. the Planning and Implementing Service Management process
- C. the Requirements for a Management System process
- D. those that support business critical services

Correct Answer: A

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

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

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