

ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

- A. Business Relationship Management
- B. Change Management
- C. Release Management
- D. Service Level Management

Correct Answer: B

QUESTION 2

What is the purpose of CobiTTM?

- A. to provide a high level process model that organizes a broad range of IT activities
- B. to provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
- C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements
- D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 3

Which of the following is a best practice concerning information security risk assessment?

- A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.
- B. Information security risk assessments should be performed as a result of the review of every incident.
- C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.
- D. Information security risk assessments should be performed once a year.

Correct Answer: C

QUESTION 4

What is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 5

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

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