

ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

What is used for the assessment of maturity of organizations?

- A. CMMI?
- B. CobITTM
- C. ITIL?
- D. MOF

Correct Answer: A

QUESTION 3

What is a parameter for measuring progress relative to key objectives in an organization?

- A. Balanced Scorecard (BCS)
- B. Critical Success Factor (CSF)
- C. Key Performance Indicator (KPI)
- D. Service Improvement Program (SIP)

Correct Answer: C

QUESTION 4

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 5

Which of the following activities in the Problem Management process is related to the Change Management process?

A. identifying Problems

B. classifying Problems

C. correcting Problems

D. investigating a solution

Correct Answer: C

QUESTION 6

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 7

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 8

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases
- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

Correct Answer: B

QUESTION 9

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

QUESTION 10

What is known as a temporary solution that enables the user to continue working?

- A. Known Error
- B. Request For Change (RFC)
- C. Service Request
- D. Workaround

Correct Answer: D

QUESTION 11

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 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

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 14

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 15

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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