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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services\\'?

A. Availability Management

B. Incident Management

C. Service Desk

D. Service Level Management

Correct Answer: C

QUESTION 2

What is the contribution of Availability Management to the Service Level Management process?

A. Availability Management provides information about the availability of the services being provided.

B. Availability Management acts in consultation with users to determine the availability of IT services.

C. Availability Management supplies data about the availability requirements of users.

D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Correct Answer: A

QUESTION 3

What is a valid description of an IT service?

A. A service as defined in the Service catalogue

B. A service that is deemed critical by the customer

C. Something of value delivered using IT, that is provided to a customer

D. Strategic support provided to a customer

Correct Answer: C

QUESTION 4

What triggers a re-test of the Service continuity and availability plans?

A. a major change to the service environment

B. a major disaster having occurred

C. significant periods of unplanned non-availability

D. six months having passed since the last test

Correct Answer: A

QUESTION 5

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

A. Error Control

B. Identification of root causes

C. Proactive Problem Management

D. Problem Control

Correct Answer: C

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