

# ITSM20F<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

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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**QUESTION 2**

Deming proposed a system of continuous improvement. Which four activities does this system involve?

- A. Plan. Do. Check and Act
- B. Plan. Do. Evaluate and Act
- C. Plan. Perform. Audit and Improve
- D. Plan. Perform. Evaluate and Act

Correct Answer: A

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**QUESTION 3**

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

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**QUESTION 4**

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management

B. Change Management

C. Incident Management



D. Problem Management

Correct Answer: B

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#### QUESTION 5

What is a Configuration Baseline?

A. A benchmark of the service provider's capability

B. A configuration audit report

C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time

D. The change requests allocated to a release

Correct Answer: C

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