

ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

When can the building and testing of a Change begin?

- A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board
- B. As soon as there is a correct network plan for the change
- C. As soon as the Request for Change (RFC) has been formally authorized
- D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

QUESTION 2

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 3

What does Service Management aim to achieve?

- A. to exceed expectations at all times based on solid processes followed rigidly at all times
- B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times
- C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer
- D. to provide well-defined processes and measures, by which the Service Management organization can rate their quality for the customer

Correct Answer: C

QUESTION 4

Input from other Service Management processes is required to keep the IT service continuity plan current Which process has the most to contribute?

- A. Change management

- B. Availability management
- C. Financial management for IT services
- D. Problem management

Correct Answer: A

QUESTION 5

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

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