

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

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

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

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**QUESTION 2**

What is the objective of the Security Management process?

- A. to manage information security effectively for critical services only
- B. to manage information security effectively for IT staff
- C. to manage information security effectively relating to the financial administration of service activities
- D. to manage information security effectively within all service activities

Correct Answer: D

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**QUESTION 3**

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

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**QUESTION 4**

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

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#### **QUESTION 5**

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management

B. Incident management

C. Information security management

D. Release management

Correct Answer: C

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