

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

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

What defines Service Quality\?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

Correct Answer: C

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**QUESTION 2**

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

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**QUESTION 3**

An e-mail client software upgrade requires a security patch for the operating system and a memory upgrade. Which process or function is responsible for rolling out these Changes?

- A. Change Management
- B. Release Management
- C. Security Management
- D. Service Desk

Correct Answer: B

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**QUESTION 4**

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually

- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

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#### **QUESTION 5**

In many organizations, management tasks or parts of those tasks are performed by third parties.

Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

Correct Answer: C

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