

ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

Pass EXIN ITSM20F Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/itsm20f.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

What is the best definition of "Quality system"?



- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Quality management practices followed by everyone in the service provider organizations
- C. organizational structure related to responsibilities, procedures and resources for implementing quality management
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

QUESTION 2



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

QUESTION 3

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

QUESTION 4

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative



Correct Answer: B

QUESTION 5

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

[ITSM20F PDF Dumps](#)

[ITSM20F VCE Dumps](#)

[ITSM20F Study Guide](#)