ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the difference between a process owner and a process manager?

A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process

B. a process owner is a director and a process manager is a manager

C. a process owner must have a Manager\'s Certificate and a process manager must have a Practitioner\'s certificate

D. a process owner will work directly with business leadership and the process manager only works within IT

Correct Answer: A

QUESTION 2

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

A. Capacity Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Correct Answer: A

QUESTION 3

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services\'?

A. Availability Management

B. Incident Management

C. Service Desk

D. Service Level Management

Correct Answer: C

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QUESTION 4

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

A. A chronological training record for each individual

B. A record of all future training courses for each employee

C. An overview of all personal details per employee

D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 5

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

A. Availability Management

B. Financial Management for IT Services

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: D

QUESTION 6

What is used for the assessment of maturity of organizations?

A. CMMI?

B. CobITTM

C. ITIL?

D. MOF

Correct Answer: A

QUESTION 7

What is mandatory to define in the incident management procedures?

A. The escalation of incidents

B. The implementation of emergency changes

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C. The recording of deficiencies in the configuration management database (CMDB)

D. The recording of problems

Correct Answer: A

QUESTION 8

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

QUESTION 9

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider\'s corporate objectives / requirements?

A. A competitor\'s process management system

B. Any standards defined by the company itself

C. The budget available to Human Resources

D. The time to update the process documentation

Correct Answer: B

QUESTION 10

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

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Correct Answer: A

QUESTION 11

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

QUESTION 12

Which statement below is not a purpose of Supplier Management procedures?

A. That business transactions between all parties are recorded

B. That information on the performance of all suppliers can be observed and acted upon

C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider

D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 13

What is a parameter for measuring progress relative to key objectives in an organization?

A. Balanced Scorecard (BCS)

B. Critical Success Factor (CSF)

C. Key Performance Indicator (KPI)

D. Service Improvement Program (SIP)

Correct Answer: C

QUESTION 14

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

QUESTION 15

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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