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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What best describes the term Mean Time Between Failures (MTBF)?

A. the average downtime

B. the agreed downtime

C. the average failure-free interval

D. the agreed failure-free interval

Correct Answer: C

QUESTION 2

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

QUESTION 3

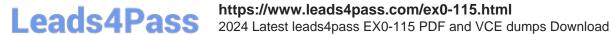What is known as a temporary solution that enables the user to continue working?

A. Known Error

B. Request For Change (RFC)

C. Service Request

D. Workaround

Correct Answer: D

QUESTION 4

The success and failure of Releases shall be measured. What is included in these measurements?

A. The frequency and types of Releases

B. The Incidents related to a Release in the period following a Release

C. The Release dates

D. The Request for Change (RFC)

Correct Answer: B

QUESTION 5

What is a requirement according to ISO/IEC 20000-1 when establishing the Business relationship management process?

A. A compliments application needs to be implemented.

B. Customer satisfaction surveys need to be defined so that customers can easily respond to them.

C. Interested parties and customers of the services need to be identified and documented.

D. Outstanding complaints need to be reviewed on a monthly basis.

Correct Answer: C

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