ITSM20F.EN^{Q&As}

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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which process is responsible for registering the relationships within the IT infrastructure?

A. Asset Management

B. Change Management

C. Configuration Management

D. Release Management

Correct Answer: C

QUESTION 2

Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

A. Documentation should be kept at least five years for auditing purposes.

B. Documentation should be protected from damage due to IT related disasters.

C. Documentation should be stored at a central place and be only accessible via procedures

D. Documentation should refer to the requirements of ISO/EC 20000 for audit purposes.

Correct Answer: B

QUESTION 3

What is a best practice for Capacity Management?

A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.

B. Decisions about service provision should be based on cost effectiveness comparisons.

C. The resilience of the infrastructure components should be measured and included in the Capacity plan.

D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 4

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

A. Change Management

B. Configuration Management

C. Release Management

D. Service Desk

Correct Answer: A

QUESTION 5

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