

ITSM20F.EN^{Q&As}

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

What is a Configuration Baseline?

- A. A benchmark of the service provider's capability
- B. A configuration audit report
- C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
- D. The change requests allocated to a release

Correct Answer: C

QUESTION 3

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

QUESTION 4

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management

C. Incident Management

D. Service Desk

Correct Answer: D

QUESTION 5

A Release policy needs to be documented and agreed. What must be included in the Release policy?

A. an analysis of the success or failure of

B. Releases Requests For Change (RFCs)

C. the frequency and type of Releases

D. the Release dates

Correct Answer: C

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