

ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

What is meant by the Urgency of an Incident?

- A. the degree to which the solution of an incident tolerates delay
- B. the degree to which the incident gives rise to a deviation from the normal service level
- C. the time needed by IT Services to resolve the incident
- D. the relative importance of the incidents when handling them

Correct Answer: A

QUESTION 3

Which of the following activities in the Problem Management process is related to the Change Management process?

- A. identifying Problems
- B. classifying Problems
- C. correcting Problems
- D. investigating a solution

Correct Answer: C

QUESTION 4

What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem

C. the name of the person who approves the Request for Change (RFC)

D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Correct Answer: A

QUESTION 5

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

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