

ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2



What is the purpose of CobiTTM?

- A. to provide a high level process model that organizes a broad range of IT activities
- B. to provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
- C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements
- D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 3

One of the responsibilities of Release Management is to ensure that the master copies of software are stored in a secure location. What is the name of this location?

- A. Capacity Database
- B. Configuration Management Database (CMDB)
- C. Definitive Software Library (DSL)
- D. Software Distribution Library

Correct Answer: C

QUESTION 4



Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

- A. Incident Management
- B. Problem Management
- C. Service Desk Service
- D. Level Management

Correct Answer: C

QUESTION 5

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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