

## ITSM20F<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

**Pass EXIN ITSM20F Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/itsm20f.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



## QUESTION 1

Which processes should the Plan, Do, Check, Act methodology be applied to?

A. all of the processes within the scope



B. the Planning and Implementing Service Management process

C. the Requirements for a Management System process

D. those that support business critical services

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

A number of important documents are used within Service Level Management One of these documents consists of an overview of services and Service Levels offered. What is the name of the document?

A. Service Catalog

B. Service Level Agreement (SLA)

C. Service Level Requirement

D. Underpinning Contract



Correct Answer: A

---

#### QUESTION 4

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

---

#### QUESTION 5

What can be improved by achieving quality objectives?

- A. Effectiveness of the service
- B. Personal satisfaction of the Configuration Manager
- C. Relationship with interested suppliers
- D. Relationship with unauthorized parties

Correct Answer: A

[ITSM20F PDF Dumps](#)

[ITSM20F VCE Dumps](#)

[ITSM20F Practice Test](#)