

ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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

QUESTION 2

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded
- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider
- D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 3

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 4

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

- A. Availability Management

B. Financial Management for IT Services

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: D

QUESTION 5

What is mandatory to define in the incident management procedures?

A. The escalation of incidents

B. The implementation of emergency changes

C. The recording of deficiencies in the configuration management database (CMDB)

D. The recording of problems

Correct Answer: A

QUESTION 6

An e-mail client software upgrade requires a security patch for the operating system and a memory upgrade. Which process or function is responsible for rolling out these Changes?

A. Change Management

B. Release Management

C. Security Management

D. Service Desk

Correct Answer: B

QUESTION 7

Different types of events are reported to the Service Desk. Which event is an incident?

A. Information about the rollout of a specific application

B. A notification that a new toner cartridge has just been installed in a printer

C. A report that the printer is not working

D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 8

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

QUESTION 9

Which process includes the responsibility of recovering the service as quickly as possible?

- A. Availability Management
- B. IT Service Continuity Management
- C. Incident management
- D. Problem Management

Correct Answer: C

QUESTION 10

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 11

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually

- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 12

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 13

Deming proposed a system of continuous improvement. Which four activities does this system involve?

- A. Plan. Do. Check and Act
- B. Plan. Do. Evaluate and Act
- C. Plan. Perform. Audit and Improve
- D. Plan. Perform. Evaluate and Act

Correct Answer: A

QUESTION 14

What does the term "Integrity" mean in the context of Information Security Management?

- A. Protecting the information against unauthorized use
- B. Monitoring the access to information
- C. The accuracy, completeness and correctness of the information
- D. Screening the support staff on their loyalty to the IT organization

Correct Answer: D

QUESTION 15

What must be included in a well defined Process structure?

- A. expected results
- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

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