ITSM20F$^{Q\&As}$

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the objective of the Security Management process?

A. to manage information security effectively for critical services only

B. to manage information security effectively for IT staff

C. to manage information security effectively relating to the financial administration of service activities

D. to manage information security effectively within all service activities

Correct Answer: D

QUESTION 2

What is the objective of the service reporting process?

A. to document measures taken to manage information security effectively within all service activities

B. to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of Incidents

C. to produce agreed, timely, reliable, accurate information to aid decision making and effective communication

D. to provide progress reports on the planning and implementation of service management

Correct Answer: C

QUESTION 3

Why is it important that the Service Desk attempts to link an Incident to a Known Error?

A. because this is part of the IT Service Management model

B. because this means the incident can be resolved more quickly

C. because this allows incidents to be better tracked

D. because otherwise Problem Management cannot work

Correct Answer: B

QUESTION 4

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 5

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 6

What is required to be in place for emergency changes?

A. Capacity plans

B. Controlled Acceptance Test environment

C. policies and procedures

D. Service Continuity Plans

Correct Answer: C

QUESTION 7

What does Service Management aim to achieve?

A. to exceed expectations at all times based on solid processes followed rigidly at all times

B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times

C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer

D. to provide well-defined processes and measures, by which the Service Management organization can rate their quality for the customer

Correct Answer: C

QUESTION 8

The Service Desk of supplier X continuous receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

A. Known Error

B. Problem

C. Workaround

D. Request for Change

Correct Answer: C

QUESTION 9

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management

B. Incident management

C. Information security management

D. Release management

Correct Answer: C

QUESTION 10

Who or what should always be informed in case a release is rejected, delayed or cancelled?

A. Business relationship management

B. Change management

C. Incident management

D. The senior management representative

Correct Answer: B

QUESTION 11

While planning for service improvements, what is an important best practice to consider?

A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.

B. The progress of service improvement should be discussed at least weekly in the steering committee.

C. The progress should be monitored closely by an independent project manager to maintain objectivity.

D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Correct Answer: A

QUESTION 12

What may define the scope of Service Management in the Service Management plan?

A. the location of the services

B. the number of staff

C. the size of the infrastructure

D. the specific processes undertaken

Correct Answer: A

QUESTION 13

What is required for an implementation of IT Service Management to be successful?

A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation

B. Buy-in specifically from the levels in the organization which will be operationally involved in IT Service Management activities

C. The appointment of a specialist department responsible for the development of the process structures

D. The involvement and commitment of personnel at all levels in the organization from operational staff to top management

Correct Answer: D

QUESTION 14

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 15

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

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