

ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

- A. Capacity Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

Correct Answer: A

QUESTION 2

In the context of standards, what does the term "conformity" stand for?

- A. Alignment of an audit nonconformity report to a re-audit report
- B. Compliance with a requirement
- C. Quality Management System certification by an approved body
- D. Verification of supplier certification

Correct Answer: B

QUESTION 3

What is the best definition of "Quality system"?



- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Quality management practices followed by everyone in the service provider organizations
- C. organizational structure related to responsibilities, procedures and resources for implementing quality management
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

QUESTION 4

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 5

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 6

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 7

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement

- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 8

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 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

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management D. Service Desk

Correct Answer: D

QUESTION 11

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 12

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Correct Answer: C

QUESTION 13

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 14

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 15

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management
- B. Change Management
- C. Incident Management



- D. Problem Management

Correct Answer: B

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