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QUESTION NO: 1

What should Quality Management Systems encourage organizations to do?

- A. To achieve the lowest cost of service provision
- B. To achieve the maximum level of service possible
- C. To define as many metrics as possible for each process to ensure strong control
- D. To define processes that contribute to customer acceptance of services

ANSWER: D

QUESTION NO: 2

Who conducts the "first party audit"?

- A. An external independent organization
- B. Customers of the IT Service Management organization
- C. Other persons on behalf of the Customer
- D. The IT Service Management organization itself

ANSWER: D

QUESTION NO: 3

Which of the following is a benefit of ISO/IEC 20000 certification?

- A. It guarantees that all certified IT Service Management processes are at least audited by a registered certification body once a year.
- B. It shows that a company manages IT Services according to an independently audited quality standard.
- C. It shows that a company takes quality seriously and that each service is independently audited before it is being delivered.
- D. It shows that the highest possible quality level has been achieved.

ANSWER: B

QUESTION NO: 4

Any organization may be impacted by legislative or regulatory change in the future. Where should this be covered?

A. in a Change request

Incorrect. A legislative or regulatory change may result in a Change request once the change happens, but the Service Management plan is the place to anticipate such triggers. **B.** Incorrect. The Business Relationship Management process is likely to gather the information about such changes but the Service Management plan is the place to anticipate such triggers.

B. in the Business Relationship Management process

C. in the Service Level Agreement (SLA)

Incorrect. The Service Level Agreement may be impacted by such changes once they happen but the Service Management plan is the place to anticipate such triggers.

D. in the Service Management plan

Correct. The Service Management plan should cover Service Management processes and service changes triggered by events such as these.

ANSWER: D**Explanation:**

:

A. Incorrect. A legislative or regulatory change may result in a Change request once the change happens, but the Service Management plan is the place to anticipate such triggers. **B.** Incorrect. The Business Relationship Management process is likely to gather the information about such changes but the Service Management plan is the place to anticipate such triggers.

C. Incorrect. The Service Level Agreement may be impacted by such changes once they happen but the Service Management plan is the place to anticipate such triggers.

D. Correct. The Service Management plan should cover Service Management processes and service changes triggered by events such as these.

QUESTION NO: 5

What is according to ISO/IEC 20000 a required part of the planning for new or changed services?

A. establishing a good relationship with the Customer

B. service acceptance criteria

C. setting up a process to deal with contractual disputes

D. the process for identifying, measuring, reporting and managing improvement activities

ANSWER: B

QUESTION NO: 6

Customer satisfaction measurement is an important activity in the Business Relationship Management process. What is the objective of Customer satisfaction measurement?

- A.** to enable the Service Provider to compare performance with the Customer satisfaction targets and previous surveys
- B.** to gather information about potential new services that might be interesting for the end users of the services
- C.** to optimize the resolution processes so that service levels are exceeded
- D.** to reduce Incidents during the service delivery process

ANSWER: A

QUESTION NO: 7

The quality of a product may be assessed by elements such as its appearance, usefulness and robustness. Which element can be used to assess the quality of a service?

- A.** How much the service costs compared to other providers of the service
- B.** How much the service costs divided by an average of evaluation scores
- C.** How well the service meets customer and user expectations
- D.** The number of people purchasing that service

ANSWER: C

QUESTION NO: 8

To which process shall Problem Management ensure that up-to-date information on Known Errors and corrected Problems is available?

- A.** all ISO/IEC 20000 processes
- Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process, not to all ISO/IEC processes.

B. Availability Management

Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.

C. Configuration Management

Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.

D. Incident Management

Correct. Problem Management shall make this information available to the Incident Management process, to allow for Incident matching.

ANSWER: D

Explanation:

:

A. Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process, not to all ISO/IEC processes.

B. Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.

C. Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.

D. Correct. Problem Management shall make this information available to the Incident Management process, to allow for Incident matching.

QUESTION NO: 9

According to the ISO/IEC 20000 standard it is important that a process exists to deal with contractual disputes with suppliers. Which process is responsible for the definition of this process?

A. Business Relationship Management

B. Contract Management

C. Service Level Management

D. Supplier Management

ANSWER: D

QUESTION NO: 10

The appointed member of management is only responsible for the co-ordination and management of all services. Can this person perform internal audits for the delivery processes?

- A.** No, because as manager he is not competent enough.
- B.** No, because this person is responsible for all processes and therefore he would audit his own work.
- C.** Yes, because this person is not responsible for the delivery processes.
- D.** Yes, because as manager he should have knowledge of performing internal audits.

ANSWER: C