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IT Service Management Foundation based on ISO / IEC 20000

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QUESTION NO: 1

Quality Management Systems can assist organizations in enhancing what?

A. Customer satisfaction

B. ISO/EC 20000

C. Relationship with third parties

D. Supplier satisfaction

ANSWER: A

QUESTION NO: 2

Which process is responsible for providing information about the IT infrastructure to all other processes?

A. Capacity management

B. Change management

C. Configuration management

D. Problem management

ANSWER: C

QUESTION NO: 3

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

A. Business Relationship Management

B. Change Management

C. Release Management

D. Service Level Management

ANSWER: B

QUESTION NO: 4

What is the objective of a Management System?

A. to define, agree, record and manage levels of services

B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services

C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality

D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

ANSWER: D

QUESTION NO: 5

Which interested party will define Service level requirements?

A. Customer

B. End user

C. Service provider

D. Supplier

ANSWER: A

QUESTION NO: 6

What is an example of a Configuration item (CI)?

A. Location of a server

B. Name of the supplier of an Underpinning contract (UC)

C. Serial number

D. Service catalogue

ANSWER: D

QUESTION NO: 7

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

ANSWER: D

QUESTION NO: 8

A number of new PCs have been installed at a company's offices. For which activity was the Configuration management process responsible?

A. Establishing the correct links in the Local Area Network

B. Installing software

C. Making available the necessary user's manuals

D. Recording data regarding the PCs

ANSWER: D

QUESTION NO: 9

How should the requirements for Service continuity and availability be identified?

A. These should be identified based upon historical data for major incidents and their business impact on the organization.

B. These should be identified on the basis of customer satisfaction investigations, so that the real user needs can be considered.

C. These should be identified based upon the business priorities, Service level agreements (SLAs) and assessed risks.

D. These should be made up from service requirements and SLAs if available.

ANSWER: C

QUESTION NO: 10

According to the ISO/IEC 20000-1:2011 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

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