

ITSM20F^{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

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 3

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management (SLM) require input?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

QUESTION 4

Which of the following activities in the Problem Management process is related to the Change Management process?

- A. identifying Problems

- B. classifying Problems
- C. correcting Problems
- D. investigating a solution

Correct Answer: C

QUESTION 5

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

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