

# ITSM20F<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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## QUESTION 1

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

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## QUESTION 2

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

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## QUESTION 3

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

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## QUESTION 4

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with

the service provider's corporate objectives / requirements?



- A. A competitor's process management system
- B. Any standards defined by the company itself
- C. The budget available to Human Resources
- D. The time to update the process documentation

Correct Answer: B

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## QUESTION 5

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

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