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IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is required for an implementation of IT Service Management to be successful?

A. A top-down approach whereby the management of the organization strongly and visibly enforces theimplementation

B. Buy-in specifically from the levels in the organization which will be operationally involved in IT ServiceManagement activities

C. The appointment of a specialist department responsible for the development of the process structures

D. The involvement and commitment of personnel at all levels in the organization from operational staff to topmanagement

Correct Answer: D

QUESTION 2

A Release policy needs to be documented and agreed. What must be included in the Release policy?

A. an analysis of the success or failure of

B. Releases Requests For Change (RFCs)

C. the frequency and type of Releases

D. the Release dates

Correct Answer: C

QUESTION 3

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 4

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

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

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