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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What must be included in a well defined Process structure?

- A. expected results
- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

QUESTION 2

The Service Desk of supplier X continuously receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

- A. Known Error
- B. Problem
- C. Workaround
- D. Request for Change

Correct Answer: C

QUESTION 3

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

- A. A developed application
- B. A Configuration Item
- C. A Service
- D. A deployed infrastructure

Correct Answer: B

QUESTION 4

Which process is responsible for registering the relationships within the IT infrastructure?



- A. Asset Management
- B. Change Management
- C. Configuration Management
- D. Release Management

Correct Answer: C

QUESTION 5

An e-mail client software upgrade requires a security patch for the operating system and a memory upgrade. Which process or function is responsible for rolling out these Changes?

- A. Change Management
- B. Release Management
- C. Security Management
- D. Service Desk

Correct Answer: B

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