



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Correct Answer: C

QUESTION 2

What defines Service Quality?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

Correct Answer: C

QUESTION 3

What is the definition of IT Service Management?

- A. An organization supplying services to one or more customers
- B. Best practice guidance for operating services
- C. Requirements for delivering service based upon best practices
- D. Specialized organizational capabilities providing value to customers

Correct Answer: D

QUESTION 4

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

QUESTION 5

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

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