



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

IT Service Management Foundation based on ISO/IEC 20000

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#### QUESTION 1

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

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#### QUESTION 2

Which process includes the responsibility of recovering the service as quickly as possible?

- A. Availability Management
- B. IT Service Continuity Management
- C. Incident management
- D. Problem Management

Correct Answer: C

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#### QUESTION 3

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 4

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

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#### QUESTION 5

In many organizations, management tasks or parts of those tasks are performed by third parties.

Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

Correct Answer: C

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