ITSM20F.EN^{Q&As}

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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which of the following is a best practice concerning information security risk assessment?

A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.

B. Information security risk assessments should be performed as a result of the review of every incident.

C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.

D. Information security risk assessments should be performed once a year.

Correct Answer: C

QUESTION 2

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

A. constant quality

B. incorporating technological innovations

C. innovating the way services are provided

D. methodological order based on best practices

Correct Answer: A

QUESTION 3

Deming proposed a system of continuous improvement. Which four activities does this system involve?

A. Plan. Do. Check and Act

B. Plan. Do. Evaluate and Act

C. Plan. Perform. Audit and Improve

D. Plan. Perform. Evaluate and Act

Correct Answer: A

QUESTION 4

What is the definition of IT Service Management?

A. An organization supping 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 5

Input from other Service Management processes is required to keep the IT service continuity plan current Which process has the most to contribute?

A. Change management

B. Availability management

C. Financial management for IT services

D. Problem management

Correct Answer: A