ITSM20F^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

A. Change Management

B. Configuration Management

C. Release Management

D. Service Desk

Correct Answer: A

QUESTION 2

Which statement below is not a purpose of Supplier Management procedures?

A. That business transactions between all parties are recorded

B. That information on the performance of all suppliers can be observed and acted upon

C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider

D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 3

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

A. Business Relationship Management

B. Change Management

C. Release Management

D. Service Level Management

Correct Answer: B

QUESTION 4

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

QUESTION 5

What data is recorded when an incident is reported to the Service Desk?

A. the name of the person reporting the Incident

B. the name of the person handling the Problem

C. the name of the person who approves the Request for Change (RFC)

D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Correct Answer: A

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