ITSM20F^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider\\'s corporate objectives / requirements?

A. A competitor\\'s process management system

B. Any standards defined by the company itself

C. The budget available to Human Resources

D. The time to update the process documentation

Correct Answer: B

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

QUESTION 3

Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

A. Documentation should be kept at least five years for auditing purposes.

B. Documentation should be protected from damage due to IT related disasters.

C. Documentation should be stored at a central place and be only accessible via procedures

D. Documentation should refer to the requirements of ISO/EC 20000 for audit purposes.

Correct Answer: B

QUESTION 4

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

A. Availability Management

B. Financial Management for IT Services

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: D

QUESTION 5

What does the term "Integrity" mean in the context of Information Security Management?

A. Protecting the information against unauthorized use

B. Monitoring the access to information

C. The accuracy, completeness and correctness of the information

D. Screening the support staff on their loyalty to the IT organization

Correct Answer: D

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