



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

IT Service Management Foundation based on ISO/IEC 20000

## Pass EXIN ITSM20F Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/itsm20f.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

Quality Management Systems can assist organizations in enhancing what?

- A. Customer satisfaction
- B. ISO/EC 20000
- C. Relationship with third parties
- D. Supplier satisfaction

Correct Answer: A

---

**QUESTION 2**

What is an ISO/EC 20000 requirement relating to the service management plan?

- A. It must be available in at least one hard copy and approved
- B. It must include the documented procedures specified by the standard
- C. It must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

Correct Answer: D

---

**QUESTION 3**

What is the difference between a process owner and a process manager?



- A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process
- B. a process owner is a director and a process manager is a manager
- C. a process owner must have a Manager's Certificate and a process manager must have a Practitioner's certificate
- D. a process owner will work directly with business leadership and the process manager only works within IT

Correct Answer: A

---

**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

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