ITSM20F^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

When can the building and testing of a Change begin?

A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board

B. As soon as there is a correct network plan for the change

C. As soon as the Request for Change (RFC) has been formally authorized

D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

QUESTION 2

What is the best definition of "Quality system"?

A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently

B. mandatory Quality management practices followed by everyone in the service provider organizations

C. organizational structure related to responsibilities, procedures and resources for implementing quality management

D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

QUESTION 3

What is meant by the Urgency of an Incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the time needed by IT Services to resolve the incident

D. the relative importance of the incidents when handling them

Correct Answer: A

QUESTION 4

Why is it important that the Service Desk attempts to link an Incident to a Known Error?

A. because this is part of the IT Service Management model

B. because this means the incident can be resolved more quickly

C. because this allows incidents to be better tracked

D. because otherwise Problem Management cannot work

Correct Answer: B

QUESTION 5

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

A. Incident Management

B. Problem Management

C. Service Desk Service

D. Level Management

Correct Answer: C