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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

A number of important documents are used within Service Level Management One of these documents consists of an overview of services and Service Levels offered. What is the name of the document?

A. Service Catalog

B. Service Level Agreement (SLA)

C. Service Level Requirement

D. Underpinning Contract

Correct Answer: A

QUESTION 3

Different types of events are reported to the Service Desk. Which event is an incident?

A. Information about the rollout of a specific application

B. A notification that a new toner cartridge has just been installed in a printer

C. A report that the printer is not working

D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 4

What is a Configuration Baseline?

A. A benchmark of the service provider\\'s capability

B. A configuration audit report

C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time

D. The change requests allocated to a release

Correct Answer: C

QUESTION 5

What is known as a temporary solution that enables the user to continue working?

A. Known Error

B. Request For Change (RFC)

C. Service Request

D. Workaround

Correct Answer: D

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