Vendor: EXIN

Exam Code: ITSM20F.EN

Exam Name: IT Service Management Foundation based on ISO/IEC 20000

Version: DEMO

QUESTION 1
What is a Known Error?

A. A serious incident whose resolution is known
B. A Problem that is resolved
C. A Problem for which the cause and Workaround have been identified
D. A Problem that cannot be matched

Answer: C

QUESTION 2
Which process or function has the responsibility of distributing information to users?

A. Change Management
B. Customer Relationship Management
C. Incident Management
D. Service Desk

Answer: D

QUESTION 3
The success and failure of Releases shall be measured. What is included in these measurements?

A. The frequency and types of Releases
B. The Incidents related to a Release in the period following a Release
C. The Release dates
D. The Request for Change (RFC)

Answer: B

QUESTION 4
A Change leads to a modification of an IT element.
Which of the following terms best describes the element being modified?

A. A developed application
B. A Configuration Item
C. A Service
D. A deployed infrastructure

Answer: B

QUESTION 5
What defines Service Quality'?

A. A series of activities that can be assessed in advance by a provider and customer
B. Achieving a 99.999% continuous level of availability
C. Meeting stated customer requirements and expectations
D. Providing a cost-effective service

Answer: C

QUESTION 6
In the context of standards, what does the term "conformity" stand for?

A. Alignment of an audit nonconformity report to a re-audit report
B. Compliance with a requirement
C. Quality Management System certification by an approved body
D. Verification of supplier certification

Answer: B

QUESTION 7
What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management
B. Incident management
C. Information security management
D. Release management

Answer: C

QUESTION 8
What is the contribution of Availability Management to the Service Level Management process?

A. Availability Management provides information about the availability of the services being provided.
B. Availability Management acts in consultation with users to determine the availability of IT services.
C. Availability Management supplies data about the availability requirements of users.
D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Answer: A

QUESTION 9
What are the key contents of an IT Service Management system?

A. A documented organizational and operational structure
B. A software system for the ticket
C. A software system to monitor the key performance indicators (KPIs)
D. Systematic processes for ticket recording and follow-up only

Answer: A

QUESTION 10
What is mandatory to define in the incident management procedures?

A. The escalation of incidents
B. The implementation of emergency changes
C. The recording of deficiencies in the configuration management database (CMDB)
D. The recording of problems

Answer: A

QUESTION 11
While planning for service improvements, what is an important best practice to consider?

A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
B. The progress of service improvement should be discussed at least weekly in the steering committee.
C. The progress should be monitored closely by an independent project manager to maintain objectivity.
D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Answer: A

QUESTION 12
What can be improved by achieving quality objectives?

A. Effectiveness of the service
B. Personal satisfaction of the Configuration Manager
C. Relationship with interested suppliers
D. Relationship with unauthorized patties

Answer: A

QUESTION 13
Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

A. A chronological training record for each individual
B. A record of all future training courses for each employee
C. An overview of all personal details per employee
D. An overview of all possible training modules that match with competences

Answer: A

QUESTION 14
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

Answer: C

QUESTION 15
The service provider thinks that the service levels will not be met might a certain incident occur.
When will the customer be informed?

A. After the breach
B. Before the breach
C. During service reporting
D. Never

Answer: B

QUESTION 16
What is the aim of an internal audit?

A. To ensure and improve one's own quality capability
B. To instruct all employees that quality-related requirements must be observed
C. To monitor employee performance
D. To verify whether the defined key performance indicators (KPIs) are actually determined

Answer: A

QUESTION 17
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

Answer: B

QUESTION 18
In many organizations, management tasks or parts of those tasks are performed t>y third parties.
Agreements are made with these parties that are expressed in contracts.
What are these contracts called?

A. Service Level Agreements (SLAs)
B. Operational Level Contracts
C. Service Contracts
D. Underpinning Contracts

Answer: C

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