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Vendor:EXIN

Exam Code:ITSM20F

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

Version:Demo

QUESTION 1

A Release policy needs to be documented and agreed. What must be included in the Release policy?

- A. an analysis of the success or failure of
- B. Releases Requests For Change (RFCs)
- C. the frequency and type of Releases
- D. the Release dates

Correct Answer: C

QUESTION 2

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 3

What is a parameter for measuring progress relative to key objectives in an organization?

- A. Balanced Scorecard (BCS)
- B. Critical Success Factor (CSF)
- C. Key Performance Indicator (KPI)
- D. Service Improvement Program (SIP)

Correct Answer: C

QUESTION 4

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 5

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Correct Answer: C

QUESTION 6

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative



Correct Answer: B

QUESTION 7



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

Correct Answer: B

QUESTION 8

In many organizations, management tasks or parts of those tasks are performed by 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

Correct Answer: C

QUESTION 9

What does Service Management aim to achieve?

- A. to exceed expectations at all times based on solid processes followed rigidly at all times
- B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times
- C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer
- D. to provide well-defined processes and measures, by which the Service Management organization can rate their quality for the customer

Correct Answer: C

QUESTION 10

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 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

Correct Answer: A

QUESTION 12

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