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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Why would an IT service provider adopt the C0bITTM framework?

A. to adopt a high level process model that organizes a broad range of IT activities

B. to adopt a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool

C. to adopt a certified measurement framework that legally provides proof of meeting the SarbanesOxley (SOX) requirements

D. to adopt a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

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

What is the main outcome of the Business Relationship Management process?

A. Changes to service requirements

B. Complaints policy

C. Customer relationship and satisfaction

D. Service reviews

Correct Answer: C

QUESTION 4

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 5

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

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