



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

What is a function of processes?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities

Correct Answer: B

QUESTION 3

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 4

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)

Correct Answer: B

QUESTION 5

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

Correct Answer: A

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