



# ITSM20F.EN<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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#### 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

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#### QUESTION 2

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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#### QUESTION 3

What is required for an implementation of IT Service Management to be successful?

- A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation
- B. Buy-in specifically from the levels in the organization which will be operationally involved in IT Service Management activities
- C. The appointment of a specialist department responsible for the development of the process structures
- D. The involvement and commitment of personnel at all levels in the organization from operational staff to top management

Correct Answer: D

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#### QUESTION 4

Which processes should the Plan, Do, Check, Act methodology be applied to?



- A. all of the processes within the scope
- B. the Planning and Implementing Service Management process
- C. the Requirements for a Management System process
- D. those that support business critical services

Correct Answer: A

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#### QUESTION 5

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

- A. Incident Management
- B. Problem Management
- C. Service Desk Service
- D. Level Management

Correct Answer: C

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