ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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

Correct Answer: A

QUESTION 2

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

A. to be able to charge to the correct users of the service

B. to be able to provide reports to management

C. to prevent repetitive occurrence of Incidents

D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 3

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

QUESTION 4

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

QUESTION 5

What is a purpose of ISO/IEC 20000?

A. to promote the adoption of an integrated process approach

B. to promote the adoption of IT governance

C. to provide best practice guidance on IT Service Management

D. to provide best practice guidance on security management

Correct Answer: A

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