



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

IT Service Management Foundation based on ISO/IEC 20000

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#### QUESTION 1

What is the best definition of "Quality system"?

- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Quality management practices followed by everyone in the service provider organizations
- C. organizational structure related to responsibilities, procedures and resources for implementing quality management
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

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#### 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

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#### QUESTION 3

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

Correct Answer: C

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#### 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

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#### QUESTION 5

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management
- B. Change Management
- C. Incident Management
- D. Problem Management

Correct Answer: B

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