



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

Pass EXIN ITSM20F.EN Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/itsm20f-en.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Which of the following activities in the Problem Management process is related to the Change Management process?

- A. identifying Problems
- B. classifying Problems
- C. correcting Problems
- D. investigating a solution

Correct Answer: C

QUESTION 2

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 3

Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

- A. Documentation should be kept at least five years for auditing purposes.
- B. Documentation should be protected from damage due to IT related disasters.
- C. Documentation should be stored at a central place and be only accessible via procedures
- D. Documentation should refer to the requirements of ISO/EC 20000 for audit purposes.

Correct Answer: B

QUESTION 4

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 5

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

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

Correct Answer: C

[Latest ITSM20F.EN Dumps](#)

[ITSM20F.EN Study Guide](#)

[ITSM20F.EN Exam
Questions](#)