



ITSM20F.EN^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

- A. A developed application
- B. A Configuration Item
- C. A Service
- D. A deployed infrastructure

Correct Answer: B

QUESTION 2

Which statement with regard to Information Security Management is true?

- A. Information Security Management to specifically focus on managing Information Security effective within all information systems.
- B. Management with appropriate authority shall approve an Information Security policy.
- C. Security Incidents need to be reported and recorded immediately in line with the Problem Management procedure.
- D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

QUESTION 3

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 4

Input from other Service Management processes is required to keep the IT service continuity plan current Which process has the most to contribute?



- A. Change management
- B. Availability management
- C. Financial management for IT services
- D. Problem management

Correct Answer: A

QUESTION 5

The Service Desk of supplier X continuously receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

- A. Known Error
- B. Problem
- C. Workaround
- D. Request for Change

Correct Answer: C

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