ITSM20F$^{Q\&As}$

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the objective of a Management System?

A. to define, agree, record and manage levels of services

B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services

C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality

D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

Correct Answer: D

QUESTION 2

What is the difference between a process owner and a process manager?

A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process

B. a process owner is a director and a process manager is a manager

C. a process owner must have a Manager\\'s Certificate and a process manager must have a Practitioner\\'s certificate

D. a process owner will work directly with business leadership and the process manager only works within IT

Correct Answer: A

QUESTION 3

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider\\'s corporate objectives / requirements?

A. A competitor\\'s process management system

B. Any standards defined by the company itself

C. The budget available to Human Resources

D. The time to update the process documentation

Correct Answer: B

QUESTION 4

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

A. Availability Management

B. Financial Management for IT Services

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: D

QUESTION 5

What is a best practice for Capacity Management?

A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.

B. Decisions about service provision should be based on cost effectiveness comparisons.

C. The resilience of the infrastructure components should be measured and included in the Capacity plan.

D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

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