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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

A company decides to apply the principle of continual improvement. Which action would result from this decision?

A. Analyze and evaluate the existing situation to identify areas for improvement

B. Analyze customer satisfaction and identify resulting actions

C. Review the Service Management System at least annual

D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 3

The Service Desk of supplier X continuous 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

QUESTION 4

Which process is responsible for registering the relationships within the IT infrastructure?

A. Asset Management

B. Change Management

C. Configuration Management

D. Release Management

Correct Answer: C

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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