



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

IT Service Management Foundation based on ISO/IEC 20000

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#### QUESTION 1

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

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#### QUESTION 2

What is used for the assessment of maturity of organizations?

- A. CMMI?
- B. CobITTM
- C. ITIL?
- D. MOF

Correct Answer: A

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#### QUESTION 3

What is the aim of an internal audit?

- A. To ensure and improve one\\'s own quality capability
- B. To instruct all employees that quality-related requirements must be observed
- C. To monitor employee performance
- D. To verify whether the defined key performance indicators (KPIs) are actually determined

Correct Answer: A

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#### QUESTION 4

What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident



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- B. the name of the person handling the Problem
  - C. the name of the person who approves the Request for Change (RFC)
  - D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Correct Answer: A

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#### QUESTION 5

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Correct Answer: C

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