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**IT Service Management Foundation based on
ISO / IEC 20000**

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QUESTION NO: 1

A number of new PCs have been installed at a company's offices. For which activity was the Configuration management process responsible?

- A. Establishing the correct links in the Local Area Network
- B. Installing software
- C. Making available the necessary user's manuals
- D. Recording data regarding the PCs

ANSWER: D

QUESTION NO: 2

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

- A. Business Relationship Management
- B. Change Management
- C. Release Management
- D. Service Level Management

ANSWER: B

QUESTION NO: 3

What is an example of a Configuration item (CI)?

- A. Location of a server
- B. Name of the supplier of an Underpinning contract (UC)
- C. Serial number
- D. Service catalogue

ANSWER: D

QUESTION NO: 4

Which interested party will define Service level requirements?

- A. Customer
- B. End user
- C. Service provider
- D. Supplier

ANSWER: A

QUESTION NO: 5

Quality Management Systems can assist organizations in enhancing what?

- A. Customer satisfaction
- B. ISO/EC 20000
- C. Relationship with third parties
- D. Supplier satisfaction

ANSWER: A

QUESTION NO: 6

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

ANSWER: D

QUESTION NO: 7

Which process has the goal to maintain and improve 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

ANSWER: D

QUESTION NO: 8

According to the ISO/IEC 20000-1:2011 standard it is important that a process exists to deal with contractual disputes with suppliers.

Which process is responsible for the definition of this process?

- A. Business relationship management
- B. Contract management
- C. Service level management
- D. Supplier management

ANSWER: D

QUESTION NO: 9

Which process is responsible for providing information about the IT infrastructure to all other processes?

- A. Capacity management
- B. Change management
- C. Configuration management
- D. Problem management

ANSWER: C

QUESTION NO: 10

How should the requirements for Service continuity and availability be identified?

- A.** These should be identified based upon historical data for major incidents and their business impact on the organization.
- B.** These should be identified on the basis of customer satisfaction investigations, so that the real user needs can be considered.
- C.** These should be identified based upon the business priorities, Service level agreements (SLAs) and assessed risks.
- D.** These should be made up from service requirements and SLAs if available.

ANSWER: C