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Question 1

Question Type: MultipleChoice

What is an ISO/EC 20000 requirement relating to the service management plan?

Options:

- A- It must be available in at least one hard copy and approved
- B- It must include the documented procedures specified by the standard
- C- It must include the scope of the organization's service management plan
- D- It must never include any know-how of the organization

Answer:

D

Question 2

Question Type: MultipleChoice

In many organizations, management tasks or parts of those tasks are performed by third parties. Agreements are made with these parties that are expressed in contracts. What are these contracts called?

Options:

- A- Service Level Agreements (SLAs)
- B- Operational Level Contracts
- C- Service Contracts
- D- Underpinning Contracts

Answer:

C

Question 3

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

B

Question 4

Question Type: MultipleChoice

What is the aim of an internal audit?

Options:

- 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

Answer:

A

Question 5

Question Type: MultipleChoice

The service provider thinks that the service levels will not be met might a certain incident occur.

When will the customer be informed?

Options:

- A-** After the breach
- B-** Before the breach

C- During service reporting

D- Never

Answer:

B

Question 6

Question Type: MultipleChoice

Which statement below is not a purpose of Supplier Management procedures?

Options:

A- That business transactions between all parties are recorded

B- That information on the performance of all suppliers can be observed and acted upon

C- That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider

D- That the suppliers understand their obligation to the Service Provider

Answer:

C

Question 7

Question Type: MultipleChoice

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

Options:

- A-** A chronological training record for each individual
- B-** A record of all future training courses for each employee
- C-** An overview of all personal details per employee
- D-** An overview of all possible training modules that match with competences

Answer:

A

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