Free Questions for ITSM20F.EN by certsdeals

Shared by Perez on 15-04-2024

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Question 1

Question Type: MultipleChoice

What should planning for a new or changed service consider?

Options:

A- a complete review of all recent security breaches

B- Known Errors to file systems

C- the existing service levels

D- verification that the appropriate level of testing is completed

Answer:

C

Question 2

Question Type: MultipleChoice

While planning for service improvements, what is an important best practice to consider?

Options:

A- Service improvement targets should be measurable, linked to business objectives and documented in a plan.

B- The progress of service improvement should be discussed at least weekly in the steering committee.

C- The progress should be monitored closely by an independent project manager to maintain objectivity.

D- The service improvement targets should not change until the target is reached, or else no consistency is maintained.

Answer:

A

Question 3

Question Type: **MultipleChoice**

During an audit, evidence is required for Service Management policies, plans and procedures.

Who should ensure that this evidence is available?

Options:

A- the Auditor

B- the Business Relationship process owner

C- the Senior responsible owner

D- the Service Level Manager

Answer:

C

Question 4

Question Type: MultipleChoice

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

Options:

A- to be able to charge to the correct users of the service

B- to be able to provide reports to management

C- to prevent repetitive occurrence of Incidents

D- to provide input to the Capacity Database

Answer:

C

Question 5

Question Type: MultipleChoice

If the service provider believes the service levels will not be met for an incident, when shall a customer be informed of this?

Options:

A- After the breach

B- Before the breach

C- During service reporting

D- Never

Answer:

B

Question 6

Question Type: MultipleChoice

Security controls shall be documented. What will the controls be related to?

Options:

A- locations

B- risks

C- services

D- staff

Answer:

B

Question 7

Question Type: MultipleChoice

What triggers a re-test of the Availability and Service Continuity plans?

Options:

A- a major change to the business environment

B- a major disaster having occurred

C- significant periods of unplanned non-availability

D- six months having passed since the last test

Answer:

A

Question 8

Question Type: MultipleChoice

According to the ISO/IEC 20000 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?

Options:

A- Business Relationship Management

B- Contract Management

C- Service Level Management

D- Supplier Management

Answer:

D

Question 9

Question Type: **MultipleChoice**

What services can be left out of the Service Catalogue?

Options:

A- incidental services that are seldom delivered

B- network-related services

C- services that are delivered to less then 10% of the Customers

D- no services

Answer:

D

Question 10

Question Type: **MultipleChoice**

The success and failure of Releases shall be measured. What is included in these measurements?

Options:

A- the frequency and types of Releases

B- the Incidents related to a Release in the period following a Release

C- the Release dates

D- the Request for Change (RFC)

Answer:

B

Question 11

Question Type: MultipleChoice

What does the standard explicitly recommend to be implemented with Configuration Management?

Options:

A- Change

B- Change and Release

C- Change and Security

D- Release

Answer:

B

Question 12

Question Type: MultipleChoice

What is according to ISO/IEC 20000 a required part of the planning for new or changed services?

Options:

A- establishing a good relationship with the Customer

B- service acceptance criteria

C- setting up a process to deal with contractual disputes

D- the process for identifying, measuring, reporting and managing improvement activities

Answer:

B

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