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Question 1

Question Type: MultipleChoice

What is the definition of Availability?

Options:

- A-** a record containing details of which Configuration Items (CIs) are affected and how they are affected by an authorized Change
- B-** a snapshot of the state of a service or individual Configuration Item (CI) at a point in time
- C-** any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service
- D-** the ability of a component or service to perform its required function at a stated instant or over a stated period of time

Answer:

D

Explanation:

A . Incorrect. This is the definition of a Change record.

- B . Incorrect. This is the definition of a Baseline.
- C . Incorrect. This is the definition of an Incident.
- D . Correct. This is the definition of Availability.

Question 2

Question Type: MultipleChoice

How should the Deming cycle be used?

Options:

- A- as a model for continual improvement
- B- as a model for customer orientation
- C- as a model to be used during the design phase of the service
- D- as a model to calculate the costs of service improvement

Answer:

A

Explanation:

A . Correct. This is the focus of the cycle.

B . Incorrect. The focus of the cycle is on continual improvement and not specifically customer orientation.

C . Incorrect. The model can be used during the design phase, but the focus is on continual improvement during all phases.

D . Incorrect. Cost models as part of budgeting and accounting would do this.

Question 3

Question Type: MultipleChoice

What is the certification audit primarily based on?

Options:

- A- personnel records
- B- process descriptions
- C- reports by certified financial auditors
- D- specifications

Answer:

B

Explanation:

A . Incorrect. ISO/IEC 20000 is a process-based standard. Although various records and documents may be used as evidence in a certification audit, process-related documents (e.g. process descriptions) will form the basis of the evidence.

B . Correct. ISO/IEC 20000 is a process-based standard. The certification audit will be primarily based upon process-related documentation (such as process descriptions) which can be used to assess the range of processes covered in the standard.

C . Incorrect. ISO/IEC 20000 is a process-based standard, and therefore process-related documents (e.g. process descriptions) will form the basis of the evidence. Reports by certified financial auditors will provide relevant evidence to audit Budgeting and Accounting for IT Services, but will not provide information across all processes.

D . Incorrect. ISO/IEC 20000 is a process-based standard. Although various records and documents may be used as evidence in a certification audit, process-related documents (e.g. process descriptions) will form the basis of the evidence.

Question 4

Question Type: MultipleChoice

Why is it important that reviews are conducted at regular intervals during the Check phase of the Plan-Do-Check-Act (PDCA) methodology?

Options:

- A- to be able to allocate roles and responsibilities
- B- to be able to define the objectives and requirements that are to be achieved by Service Management
- C- to be able to establish the Service Management policy, objectives and plans
- D- to determine whether the Service Management requirements are effectively implemented and maintained

Answer:

D

Explanation:

A . Incorrect. This is a part of implementing the Service Management plan.

B . Incorrect. This is a part of the Service Management plan. During the Check phase it is important to review if the objectives are being achieved.

C . Incorrect. This is a part of Management responsibility.

D . Correct. This is a part of the standard with regard to the Check phase.

Question 5

Question Type: MultipleChoice

Which type of event or activity can trigger a service Change, which would need to be catered for in the Service Management plan?

Options:

A- Major Incident

B- Service improvement activities

C- System Lifecycle Management

D- Urgent Change

Answer:

B

Explanation:

A . Incorrect. This is an event within a process, the process is designed to handle these events, and so it does not affect the Service Management plan.

B . Correct. Improving the service implies changes to the processes and service and consequently affects the Service Management plan.

C . Incorrect. System Lifecycle Management manages the lifecycle of IT systems; this does not affect the Service Management plan.

D . Incorrect. This is an event within a process. The process is designed to handle these events, and so this does not affect the Service Management plan.

Question 6

Question Type: MultipleChoice

To which process shall Problem Management ensure that up-to-date information on Known Errors and corrected Problems is available?

Options:

- A- all ISO/IEC 20000 processes
- B- Availability Management
- C- Configuration Management
- D- Incident Management

Answer:

D

Explanation:

A . Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process, not to all ISO/IEC processes.

B . Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.

C . Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.

D . Correct. Problem Management shall make this information available to the Incident Management process, to allow for Incident matching.

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