Question 1

What are the key contents of an IT Service Management System?

Options:

A- a software system for the ticket system

B- a software system to monitor the key performance indicators (KPIs)

C- definition of corporate measures to achieve the required level of quality

D- systematic processes for ticket recording and follow-up only

Answer:

C

Question 2

Who should be recommended to support the Senior Responsible Owner in his/her responsibility for the delivery of the management system?

Options:

A- a decision taking group

B- the Change Advisory Board (CAB)

C- the senior customer representative

D- the service managers

Answer:

A

Explanation:

A . Correct. The standard states that the Senior Responsible Owner should be supported by a decision taking group with sufficient authority to define policy and to enforce decisions.

B . Incorrect. The Change Advisory Board is an important group with a specific function which is not as wide as the management system.

C . Incorrect. The senior customer representative may provide input to requirements for the management system but will not be responsible for its delivery.

D . Incorrect. The service managers will implement the management system that is the responsibility of the Senior Responsible Owner.

Question 3

Why is it important for Service Providers to provide documents and records?

Options:

A- It is part of the requirements (evidence) to become ISO/IEC 20000 compliant.

B- to be able to uniquely identify and record all Configuration Items (CIs) in the Configuration Management Database (CMDB)

C- to ensure effective planning, operation and control of Service Management

D- to ensure employees are aware of the relevance and importance of their work activities

Answer:

C

Explanation:

A . Incorrect. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.

B . Incorrect. This is part of Configuration Management.

C . Correct. To manage Service Management, documents and records are needed. As a result, the Service Provider has evidence that it is in control. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.

D . Incorrect. This is part of competence, awareness and training and is not relevant to documentation.

Question 4

Question Type: **MultipleChoice**

What purpose can the ISO/IEC 20000 standard serve?

Options:

A- It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.

B- It defines the requirements to be satisfied in a certification audit.

C- It helps to decide on the requirements that need to be verified within the scope of a supply agreement.

D- It provides a yardstick for the design of a Total Quality Management System.

Answer:

B

Explanation:

A . Incorrect. The standard requires that service performance is assessed by monitoring and reporting against service level targets. However, it does not define specific KPIs, as these will differ depending upon the situation (organization, services, agreed targets etc).

B . Correct. The Specification (Part 1) of the standard defines the requirements to be satisfied in a certification audit.

C . Incorrect. The requirements need to be driven by the business needs of the customer, not by the standard. The standard can help to ensure that suppliers are managed towards the provision of quality services.

D . Incorrect. This is not the purpose of the ISO/IEC 20000 standard. The Specification (Part 1) of the standard defines the requirements to be satisfied in a certification audit.

Question 5

What is required to be included in proposals for new or changed services according to ISO/IEC 20000?

Options:

A- an updated Operational Level Agreement

B- cost, organizational, technical and commercial impact

C- the policies, plans and procedures of each process or set of processes

D- the Service Management plan

Answer:

B

Explanation:

A . Incorrect. This is not relevant.

B . Correct. This is part of the standard.

C . Incorrect. Documenting these documents is part of Do, revising is part of Act (in de PDCAmethodology). This is no part of the proposals for new or changed services.

D . Incorrect. This plan is much broader than only new or changed services.

Question 6

What should planning for new or changed services include?

Options:

A- budgets and staff resources

B- major non-conformities to all Underpinning Contracts (UCs)

C- recent Problems and Known Errors in the desktop environment

D- trends in Capacity growth of the current applications

Answer:

A

Explanation:

A . Correct. When planning new or changed services it should be considered how this affects the budget and workload.

B . Incorrect. Major non-conformities to all Underpinning Contracts are not relevant to planning for new or changed services.

C . Incorrect. Recent Problems and Known Errors in the desktop environment have normally no relation to planning for new or changed services.

D . Incorrect. This indicates the Capacity growth for current applications, it does not need to provide any relevant information for new or changed services.