Question 1

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

Options:

A- The environmental needs of the employees in the organization are well looked after.

B- The organization becomes more customer focused.

C- The organization behaves in a socially responsible way.

D- The organization has less suppliers to deal with.

Answer:

B

Question 2

Who has a responsibility in continual improvement?

Question 3

Question Type: MultipleChoice

When should the final closure of an Incident record be completed?

Options:

A- when all relevant information for classification and routing has been entered

B- when the Incident has been dispatched outside the Service Desk department

C- when the Incident is solved and normal operation is restored

D- when the initiating user has been given the opportunity to confirm that the service is restored

Answer:

D

Question 4

Question Type: **MultipleChoice**

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

Options:

A- in a Capacity Plan

B- in a Configuration Management Database (CMDB)

C- in a Definitive Software Library (DSL)

D- in a Service Level Agreement (SLA)

Answer:

D

Question 5

How should the requirements for Service Continuity and Availability be identified?

Options:

A- This should be calculated based upon historical data for major Incidents and their consequences for the organization.

B- This should be done on the basis of Customer satisfaction investigations, so that the real user need can be clearly identified.

C- This should be identified based upon the business priorities, Service Level Agreements (SLAs) and assessed risks.

D- This should be made up from Service requirements and Service Level Agreements (SLAs) if available.

Question 6

Question Type: **MultipleChoice**

Customer satisfaction measurement is an important activity in the Business Relationship Management process. What is the objective of Customer satisfaction measurement?

Options:

A- to enable the Service Provider to compare performance with the Customer satisfaction targets and previous surveys

B- to gather information about potential new services that might be interesting for the end users of the services

C- to optimize the resolution processes so that service levels are exceeded

D- to reduce Incidents during the service delivery process

Answer:

A

Question 7

Question Type: MultipleChoice

All service changes should be reflected in Change Management records. Which of the aspects below is an example of a service change, that needs to be reflected in a Change record?

Options:

A- a formal closure of services

B- a major Incident

C- a Service Level Agreement failure

D- an identified Problem

Answer:

A

Question 8

Question Type: MultipleChoice

Part of the Configuration Management process is about Configuration identification. What should be included as an attribute of a managed Configuration Item (CI)?

Options:

A- Incidents

B- Known Errors

C- Licenses

D- Requests for Change (RFCs)

Answer:

C