



DUMPSHQ

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Shared by Schultz on 15-04-2024

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Question 1

Question Type: MultipleChoice

What can be improved by achieving quality objectives?

Options:

- A- Effectiveness of the service
- B- Personal satisfaction of the Configuration Manager
- C- Relationship with interested suppliers
- D- Relationship with unauthorized patties

Answer:

A

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

What is mandatory to define in the incident management procedures?

Options:

- A- The escalation of incidents
- B- The implementation of emergency changes
- C- The recording of deficiencies in the configuration management database (CMDB)
- D- The recording of problems

Answer:

A

Question 4

Question Type: MultipleChoice

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

Options:

- A- A documented organizational and operational structure

- B-** A software system for the ticket
- C-** A software system to monitor the key performance indicators (KPIs)
- D-** Systematic processes for ticket recording and follow-up only

Answer:

A

Question 5

Question Type: MultipleChoice

What is the contribution of Availability Management to the Service Level Management process?

Options:

- A-** Availability Management provides information about the availability of the services being provided.
- B-** Availability Management acts in consultation with users to determine the availability of IT services.
- C-** Availability Management supplies data about the availability requirements of users.
- D-** Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Answer:

A

Question 6

Question Type: MultipleChoice

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

Options:

- A- Capacity management
- B- Incident management
- C- Information security management
- D- Release management

Answer:

C

Question 7

Question Type: MultipleChoice

In the context of standards, what does the term "conformity" stand for?

Options:

- A- Alignment of an audit nonconformity report to a re-audit report
- B- Compliance with a requirement
- C- Quality Management System certification by an approved body
- D- Verification of supplier certification

Answer:

B

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