



Exin ITSM20FB Practice Questions

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Question 1

Question Type: MultipleChoice

What is a function of processes?

Options:

- A- They express the level of compliance with the requested quality characteristics.
- B- They represent a complete set of monitoring options.
- C- They describe vertical and horizontal escalation options.
- D- They complement descriptions of structural and organizational roles and responsibilities

Answer:

B

Question 2

Question Type: MultipleChoice

What would increase the amount of detail in the Configuration Management Database (CMDB)?

Options:

- A- Increasing the scope of the CMDB
- B- Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C- Increasing the number of records in the CMDB
- D- Increasing the use of the CMDB

Answer:

B

Question 3

Question Type: MultipleChoice

A Release policy needs to be documented and agreed. What must be included in the Release

policy?

Options:

- A- an analysis of the success or failure of
- B- Releases Requests For Change (RFCs)
- C- the frequency and type of Releases
- D- the Release dates

Answer:

C

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Question 4

Question Type: MultipleChoice

Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

Options:

- A- Documentation should be kept at least five years for auditing purposes.
- B- Documentation should be protected from damage due to IT related disasters.
- C- Documentation should be stored at a central place and be only accessible via procedures
- D- Documentation should refer to the requirements of ISO/EC 20000 for audit purposes.

Answer:

B

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Question 5

Question Type: MultipleChoice

What is required to be in place for emergency changes?

Options:

- A- Capacity plans
- B- Controlled Acceptance Test environment
- C- policies and procedures
- D- Service Continuity Plans

Answer:

C

Question 6

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 7

Question Type: MultipleChoice

What is a function of processes?

Options:

- A- They express the level of compliance with the requested quality characteristics.
- B- They represent a complete set of monitoring options.
- C- They describe vertical and horizontal escalation options.

D- They complement descriptions of structural and organizational roles and responsibilities

Answer:

B

Question 8

Question Type: MultipleChoice

What is used for the assessment of maturity of organizations?

Options:

- A- CMMI
- B- CobITTM
- C- ITIL
- D- MOF

Answer:

A

Question 9

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

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