



Free Questions for [ITSM20F.EN](#) by [go4braindumps](#)

Shared by [Knight](#) on [20-10-2022](#)

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)

Question 1

Question Type: MultipleChoice

What is required to be included in Release Management procedures according to ISO/IEC 20000?

Options:

- A- the authorization and implementation of emergency Changes
- B- the investigation and prevention of Security Incidents
- C- the recording of all reported Incidents
- D- the updating and changing of configuration information and Change records

Answer:

D

Explanation:

A . Incorrect. This is part of the Change Management procedures.

B . Incorrect. This is part of the Information Security Management procedures.

C . Incorrect. This is part of the Incident Management procedures.

D . Correct. According to the standard this is a requirement. Release management procedures shall include the updating and changing of configuration information and Change records.

Question 2

Question Type: MultipleChoice

Where would an IT service for the customer normally be defined?

Options:

A- in the IT Framework

B- in the Operational Level Agreement (OLA)

C- in the Service Catalog or the Service Level Agreement (SLA)

D- in the Service Report

Answer:

C

Explanation:

A . Incorrect. The IT Framework provides a structure for service management but would not define the service itself.

B . Incorrect. The OLA would define a support arrangement behind the prime customer service.

C . Correct. The Service Catalog or the SLA would define the service for the customer.

D . Incorrect. The Service Report would provide details of service performance not define the service.

Question 3

Question Type: MultipleChoice

Why is a scope statement for ISO/IEC 20000 important?

Options:

A- It defines what the management system has been certified against

- B-** It details all of the companies that have been certified
- C-** It details all of the services that have been certified
- D-** It identifies which processes have been excluded from the scope

Answer:

A

Explanation:

- A . Correct. The scope statement shows what the management system was tested against in order to award certification.
- B . Incorrect. Only one company can be awarded a certificate (single legal entity).
- C . Incorrect. It is the management system that is being certified not the services.
- D . Incorrect. All processes within the scope of the standard must be audited.

Question 4

Question Type: MultipleChoice

In planning to implement Service Management, what does the plan need to say regarding tools according to ISO/IEC 20000-2:2005?

Options:

- A- The plan defines the tools as appropriate to support the processes.
- B- The plan details the effects of new technologies and techniques on capacity.
- C- The plan does not state any tools requirements.
- D- The plan lists how every individual process is supported by a tool.

Answer:

A

Explanation:

- A . Correct. If tools are used to support a process, there is a need to define them.
- B . Incorrect. This is a requirement of Capacity Management (6.5c) and not of the plan to implement Service Management.
- C . Incorrect. The plan does require that tools are defined if used.
- D . Incorrect. There is no requirement that every individual process must be supported by a tool.

Question 5

Question Type: MultipleChoice

Which audit is conducted by, or on behalf of, the organization itself for internal purposes and can form the basis for an organization's self-declaration of conformity?

Options:

- A- First party audit
- B- Second party audit
- C- Third party audit
- D- Fourth party audit

Answer:

A

Explanation:

A . Correct. A first-party audit is conducted for internal purposes.

- B . Incorrect. A second party audit will be conducted by Customers of the organization or by other persons on behalf of the Customers.
- C . Incorrect. The third party audit will be conducted by external independent organizations.
- D . Incorrect. The fourth party audit is not a known concept.

Question 6

Question Type: MultipleChoice

What does a quality policy aim to define?

Options:

- A- the formally expressed quality intentions and direction of an organization
- B- the legal obligations that the organization must fulfill
- C- the requirements of ISO/IEC 20000
- D- the requirements of the customer as stated in the Service Level Agreement (SLA)

Answer:

A

Explanation:

- A . Correct. A statement defined to deliver focus to the organization.
- B . Incorrect. The document will record any policy statements pertinent to the obligations but not the obligations themselves.
- C . Incorrect. These detail the needs of the Quality Management System, not of the policy.
- D . Incorrect. These would provide input to the definition of the policies but these would not be the policies themselves.

Question 7

Question Type: MultipleChoice

What level of Capacity is targeted by Capacity Management?

Options:

- A- sufficient Capacity to meet agreed current and future demands
- B- sufficient Capacity to meet all current and future demands
- C- sufficient Capacity to meet all development and operational requirements
- D- sufficient Capacity to meet current demands only

Answer:

A

Explanation:

- A . Correct. The objective is to ensure the service provider has sufficient Capacity to meet the current and future agreed demands of the Customer's business needs.
- B . Incorrect. There is no objective to meet all demands but to meet agreed demands.
- C . Incorrect. There is no specific mention of development and operational requirements.
- D . Incorrect. The objective is to provide sufficient Capacity to meet current demands but also agreed future demands.

Question 8

Question Type: MultipleChoice

Any organization may be impacted by legislative or regulatory change in the future. Where should this be covered?

Options:

- A- in a Change request
- B- in the Business Relationship Management process
- C- in the Service Level Agreement (SLA)
- D- in the Service Management plan

Answer:

D

Explanation:

A . Incorrect. A legislative or regulatory change may result in a Change request once the change happens, but the Service Management plan is the place to anticipate such triggers.

B . Incorrect. The Business Relationship Management process is likely to gather the information about such changes but the Service Management plan is the place to anticipate such triggers.

C . Incorrect. The Service Level Agreement may be impacted by such changes once they happen but the Service Management plan is the place to anticipate such triggers.

D . Correct. The Service Management plan should cover Service Management processes and service changes triggered by events such as these.

Question 9

Question Type: MultipleChoice

For which type of organizations is ISO/IEC 20000 appropriate for use?

Options:

- A- for organizations to confirm that all of the ITIL guidelines have been implemented
- B- for organizations which need to demonstrate alignment to customer requirements
- C- for organizations wishing to certify their services
- D- for tool vendors to specify the Service Provider's processes

Answer:

B

Explanation:

A . Incorrect. ITIL is much deeper than ISO/IEC 20000 therefore it will not confirm that all of ITIL has been implemented.

B . Correct. This is referenced within the scope of the standard.

C . Incorrect. It is the management system that gets certified not the services.

D . Incorrect. Service Providers specify their processes based upon ISO/IEC 20000 and ITIL.

Question 10

Question Type: MultipleChoice

What is the recommendation with regard to the implementation of an emergency Change?

Options:

- A- Only the senior manager should authorize emergency Changes.
- B- The Change process should be completely bypassed.
- C- There is a separate process for emergency Changes.
- D- Where possible the Change process should be followed.

Answer:

D

Explanation:

- A . Incorrect. The authorization of the emergency Change is part of the process and there is no recommendation about who does this.
- B . Incorrect. It is not recommended to bypass the whole process although some activities may be bypassed and covered later.
- C . Incorrect. There is a requirement for a separate policy for emergency Changes but not a recommendation for a separate process.
- D . Correct. It is recommended that the Change process should be followed where possible although any activities bypassed should be undertaken as soon as possible.

Question 11

Question Type: MultipleChoice

New or changed services need to be accepted before being implemented into the live environment. What shall be done after a new or changed service has been implemented?

Options:

- A-** A Post Implementation Review (PIR) is held comparing actual outcomes against those planned.
- B-** An approach needs to be defined for interfacing to projects that are creating or modifying services.
- C-** Nothing additional: the new or changed service goes into Business As Usual and will be managed as a normal service.
- D-** The manner in which the Change shall be reversed or remedied if unsuccessful needs to be defined.

Answer:

A

Explanation:

A . Correct. This clause is part of the standard.

B . Incorrect. This is part of Plan Service Management (Plan), and not relevant after new or changed services have been implemented.

C . Incorrect. According to the standard a PIR is a necessity. Doing nothing additional is no option.

D . Incorrect. This clause is part of Change Management. And this should already be in place or defined before implementing.

To Get Premium Files for ITSM20F.EN Visit

<https://www.p2pexams.com/products/itsm20f.en>

For More Free Questions Visit

<https://www.p2pexams.com/exin/pdf/itsm20f.en>

