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**Shared by Mitchell on 12-12-2023**

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## Question 1

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**Question Type:** MultipleChoice

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Which process is responsible for registering the relationships within the IT infrastructure?

**Options:**

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- A- Asset Management
- B- Change Management
- C- Configuration Management
- D- Release Management

**Answer:**

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C

## Question 2

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**Question Type:** MultipleChoice

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What is a parameter for measuring progress relative to key objectives in an organization?

**Options:**

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- A- Balanced Scorecard (BCS)
- B- Critical Success Factor (CSF)
- C- Key Performance Indicator (KPI)
- D- Service Improvement Program (SIP)

**Answer:**

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C

## Question 3

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**Question Type: MultipleChoice**

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What is the objective of the service reporting process?

**Options:**

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**A-** to document measures taken to manage information security effectively within all service activities

**B-** to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of Incidents

**C-** to produce agreed, timely, reliable, accurate information to aid decision making and effective communication

**D-** to provide progress reports on the planning and implementation of service management

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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What is meant by the Urgency of an Incident?

**Options:**

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**A-** the degree to which the solution of an incident tolerates delay

- B-** the degree to which the incident gives rise to a deviation from the normal service level
- C-** the time needed by IT Services to resolve the incident
- D-** the relative importance of the incidents when handling them

**Answer:**

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A

## Question 5

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**Question Type:** MultipleChoice

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What is a purpose of ISO/IEC 20000?

**Options:**

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- A-** to promote the adoption of an integrated process approach
- B-** to promote the adoption of IT governance
- C-** to provide best practice guidance on IT Service Management
- D-** to provide best practice guidance on security management

**Answer:**

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A

## Question 6

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**Question Type: MultipleChoice**

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According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

**Options:**

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**A-** annually

**B-** monthly

**C-** only when there is a business need to change the service

**D-** quarterly

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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Which processes should the Plan, Do, Check, Act methodology be applied to?

### Options:

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- A- all of the processes within the scope
- B- the Planning & Implementing Service Management process
- C- the Requirements for a Management System process
- D- those that support business critical services

### Answer:

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A

## Question 8

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**Question Type:** MultipleChoice

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One of the responsibilities of Release Management is to ensure that the master copies of software are stored in a secure location. What is the name of this location?

**Options:**

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- A- Capacity Database
- B- Configuration Management Database (CMDB)
- C- Definitive Software Library (DSL)
- D- Software Distribution Library

**Answer:**

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C

## Question 9

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**Question Type:** MultipleChoice

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An e-mail client software upgrade requires a security patch for the operating system and a memory upgrade. Which process or function is responsible for rolling out these Changes?



**Options:**

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- A- Change Management
- B- Release Management
- C- Security Management
- D- Service Desk

**Answer:**

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B

## Question 10

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**Question Type: MultipleChoice**

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Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

**Options:**

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- A- Availability Management

**B-** Capacity Management Financial

**C-** Management for IT Services

**D-** IT Service Continuity Management

**Answer:**

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B

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