



Free Questions for ISO-IEC-20000- Foundation

Shared by Stone on 20-09-2024

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Question 1

Question Type: MultipleChoice

What is the value of good service management?

Options:

- A- It allows an organization to be certified, which always adds value for the business
- B- It provides a structure for service provisioning that can be adapted to the culture of the organization
- C- ensures people to comply with service level agreements (SLAS) using documented information
- D- It offers prescriptive guidance that allows the organization to create efficient processes.

Answer:

A

Question 2

Question Type: MultipleChoice

What do the principles Adapt and Adopt mean?

Options:

- A- Adapt means changing the ISO/IEC 20000-1 standard to meet the organization's needs. Adopt means implementing the ISO/IEC 20000-1 standard in this changed way
- B- Adapt means tailoring the ISO/IEC 20000-1 standard to the needs of the organization. Adopt means using any service management guidance
- C- Adapt means taking ITIL guidance Adopt means using that guidance to conform to the requirements from the ISO/IEC 20000 standard
- D- Adapt means using and tailoring any service management guidance. Adopt means using that to create the Service Management practices

Answer:

D

Question 3

Question Type: MultipleChoice

When an internal supplier is operating part of the service management processes, which process is required to manage this supplier?

Options:

- A- Service availability management
- B- Supplier management
- C- Service level management
- D- Resource management



Answer:

B

Question 4

Question Type: MultipleChoice

A transport company with 1500 laptops, received many requests for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

Options:

- A- Configuration management
- B- Service level management
- C- Service availability management
- D- Capacity management



Answer:

D

Question 5

Question Type: MultipleChoice

When managing a major incident, what is one of the activities that needs to be performed?

Options:

- A- Keep top management informed
- B- Initiate problem management activities
- C- Escalate the incident
- D- Involve the customer

Answer:

A



Question 6

Question Type: MultipleChoice

"How do the information security requirements of ISO/IEC 20000-1 and ISO/IEC 27001 relate to each other?"

Options:

- A- The requirements of ISO/IEC 20000-1 are the same as the requirements of ISO/IEC 27001
- B- The requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001
- C- They don't relate
- D- The requirements of ISO/IEC 20000-1 are more elaborate than the requirements of ISO/IEC 27001

Answer:

B



Question 7

Question Type: MultipleChoice

Who is required to review the service providers SMS and services within the service management system of ISO/IEC 20000-1?

Options:

- A- Top management
- B- A consultancy organization
- C- Any process owner
- D- The Registered Certification Body

Answer:

A



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