**Exin**

# ITSM20F

*IT Service Management Foundation based on ISO/IEC20000 (ITSM20F.EN)*

**QUESTION:** 54
What is meant by the Urgency of an Incident?

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:** A

**QUESTION:** 55
What is the objective of the service reporting process?

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:** C

**QUESTION:** 56
What is a parameter for measuring progress relative to key objectives in an organization?

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

**Answer:** C

**QUESTION:** 57

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

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

**Answer:** C

**QUESTION:** 58
Which of the following activities in the Problem Management process is related to the Change Management process?

A. identifying Problems
B. classifying Problems
C. correcting Problems
D. investigating a solution

**Answer:** C

**QUESTION:** 59
What does Service Management aim to achieve?

A. to exceed expectations at all times based on solid processes followed rigidly at all times
B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times
C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer
D. to provide well-defined processes and measures, by which the Service Management organization can rate their quality for the customer

**Answer:** C

**QUESTION:** 60
What is the best definition of "Quality system"?

A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
B. mandatory Quality management practices followed by everyone in the service provider organizations
C. organizational structure related to responsibilities, procedures and resources for implementing quality management
D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

**Answer:** C

**QUESTION:** 61
Which of the following is a best practice concerning information security risk assessment?

A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.
B. Information security risk assessments should be performed as a result of the review of every incident.
C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.
D. Information security risk assessments should be performed once a year.

**Answer:** C

**QUESTION:** 62
A company decides to apply the principle of continual improvement. Which action would result from this decision?

A. Analyze and evaluate the existing situation to identify areas for improvement
B. Analyze customer satisfaction and identify resulting actions
C. Review the Service Management System at least annual
D. Start an internal service organization evaluation

**Answer:** A

**QUESTION:** 63

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

A. Incident Management
B. Problem Management
C. Service Desk Service
D. Level Management

**Answer:** C

**QUESTION:** 64
What defines Service Quality?

A. A series of activities that can be assessed in advance by a provider and customer
B. Achieving a 99.999% continuous level of availability
C. Meeting stated customer requirements and expectations
D. Providing a cost-effective service

**Answer:** C

**QUESTION:** 65
What data is recorded when an incident is reported to the Service Desk?

A. the name of the person reporting the Incident
B. the name of the person handling the Problem
C. the name of the person who approves the Request for Change (RFC)
D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

**Answer:** A

**QUESTION:** 66
What is the difference between a process owner and a process manager?

A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process
B. a process owner is a director and a process manager is a manager
C. a process owner must have a Manager's Certificate and a process manager must have a Practitioner's certificate
D. a process owner will work directly with business leadership and the process manager only works within IT

**Answer:** A

**QUESTION:** 67
Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

A. constant quality
B. incorporating technological innovations
C. innovating the way services are provided
D. methodological order based on best practices

**Answer:** A

**QUESTION:** 68
What is used for the assessment of maturity of organizations?

A. CMMI®
B. CobIT™
C. ITIL®
D. MOF

**Answer:** A

**QUESTION:** 69
Which process aims to prevent incidents resulting from changes to the IT infrastructure?

A. Availability Management
B. Change Management
C. Incident Management

D. Problem Management

**Answer:** B

**QUESTION:** 70
What is required to be in place for emergency changes?

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

**Answer:** C

**QUESTION:** 71
Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

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

**QUESTION:** 72
The Service Desk of supplier X continuous receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

A. Known Error
B. Problem
C. Workaround
D. Request for Change

**Answer:** C


**QUESTION:** 73
What is the objective of the Security Management process?


A. to manage information security effectively for critical services only
B. to manage information security effectively for IT staff
C. to manage information security effectively relating to the financial administration of service activities
D. to manage information security effectively within all service activities


**Answer:** D


**QUESTION:** 74
What is the most common process that is associated with the Service Desk?


A. Change Management
B. Configuration Management
C. Incident Management
D. Service Level Management


**Answer:** C


**QUESTION:** 75
Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?


A. to be able to charge to the correct users of the service
B. to be able to provide reports to management
C. to prevent repetitive occurrence of Incidents
D. to provide input to the Capacity Database


**Answer:** C


**QUESTION:** 76

What is the purpose of CobiT™?

A. to provide a high level process model that organizes a broad range of IT activities
B. to provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements
D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

**Answer:** D

**QUESTION:** 77
Why is it important that the Service Desk attempts to link an Incident to a Known Error?

A. because this is part of the IT Service Management model
B. because this means the incident can be resolved more quickly
C. because this allows incidents to be better tracked
D. because otherwise Problem Management cannot work

**Answer:** B

**QUESTION:** 78
What must be included in a well defined Process structure?

A. expected results
B. functions
C. statistical support
D. timelines

**Answer:** A

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