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Exam : **ITSM20F**

Title : IT Service Management Foundation based on ISO/IEC 20000 (ITSM20F.EN)

Version : Demo

1.What is known as a temporary solution that enables the user to continue working?
A. Known Error
B. Request For Change (RFC)
C. Service Request
D. Workaround
Answer: D

2.Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved.?
A. Business Relationship Management
B. Change Management
C. Release Management
D. Service Level Management
Answer: B

3.Different types of events are reported to the Service Desk. Which event is an incident?
A. Information about the rollout of a specific application
B. A notification that a new toner cartridge has just been installed in a printer
C. A report that the printer is not working
D. A request for the installation of a new bookkeeping package
Answer: C

4.What has to be included in a well defined process?
A. Expected outcomes
B. Functions
C. Statistical support
D. Timelines
Answer: A

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

6.One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends.
Which aspect of Problem Management accomplishes this?
A. Error Control
B. Identification of root causes
C. Proactive Problem Management
D. Problem Control
Answer: C

7.Quality Management Systems can assist organizations in enhancing what?
A. Customer satisfaction
B. ISO/EC 20000
C. Relationship with third parties
D. Supplier satisfaction
Answer: A

8.What is a Configuration Baseline?
A. A benchmark of the service provider's capability
B. A configuration audit report
C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
D. The change requests allocated to a release
Answer: C

9.Deming proposed a system of continuous improvement.
Which four activities does this system involve?
A. Plan. Do. Check and Act
B. Plan. Do. Evaluate and Act
C. Plan. Perform. Audit and Improve
D. Plan. Perform. Evaluate and Act
Answer: A

10.In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient.
Which process should have prevented this from happening?
A. Capacity Management
B. Service Level Management
C. Configuration Management
D. Availability Management
Answer: A