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ITSMF18

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Question: 1

Top management has to provide evidence of its commitment to planning, establishing, implementing, operating and improving its service management system (SMS) within the context of the organization's business and customers' requirements.

What is the best way that management can make this visible?

Response:

- A. By outsourcing change management
- B. By promoting continual improvement of the SMS
- C. By showing leadership and taking actions
- D. By taking disciplinary action against underperforming employees

Answer: C

Question: 2

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

Response:

- A. Change management
- B. Configuration management
- C. Release and deployment management
- D. Service desk

Answer: A

Question: 3

How can an organization determine the effectiveness of the service level management process?

Response:

- A. By checking contracts with suppliers
- B. By defining service levels
- C. By monitoring service level targets
- D. By reporting on all incidents

Answer: C

Question: 4

What is not an input to manage continual improvement?

Response:

- A. Governance of processes operated by other parties
- B. Optimized resource utilization or risk reduction
- C. Problem records
- D. Relevant directives from top management

Answer: A

Question: 5

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

Response:

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

Answer: D

Question: 6

How should service requests be handled according to ISO/IEC 20000-1?

Response:

- A. Prioritize, escalate, resolve, close
- B. Record, classify, escalate, close
- C. Record, prioritize, fulfill, close
- D. Record, prioritize, resolve, close

Answer: C

Question: 7

A release is tested before deployment. The release fails the test because it does not meet the acceptance criteria

a. According to the standard, what must happen?

Response:

A. The change advisory board (CAB) should meet and decide whether to deploy or not.

B. The operations team should make the decision to safeguard the live environment.

C. The organization should decide on necessary actions and deployment.

D. The release should be stopped and rejected so another team can fix it.

Answer: C

Question: 8

A transport company with 1500 laptops has 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?

Response:

A. Capacity management

B. Configuration management

C. Service availability management

D. Service level management

Answer: A

Question: 9

To which other process is service design and transition most related?

Response:

A. Asset management

B. Change management

C. Continual improvement

D. Incident management

Answer: B

Question: 10

According to the ISO/IEC 20000-1 standard it is important that a process exists to deal with disputes with external suppliers. To which process does this activity belong?

Response:

-
- A. Business relationship management
 - B. Contract management
 - C. Service level management
 - D. Supplier management

Answer: D

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