

DUMPS ARENA

ISO / IEC 20000 Foundation

Exin ISO20KF

Version Demo

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QUESTION NO: 1

Who conducts the "first party audit"?

- A. An external independent organization
- B. Customers of the IT Service Management organization
- C. Other persons on behalf of the Customer
- D. The IT Service Management organization itself

ANSWER: D

QUESTION NO: 2

What should planning for a new or changed service consider?

- A. a complete review of all recent security breaches
- B. Known Errors to file systems
- C. the existing service levels
- D. verification that the appropriate level of testing is completed

ANSWER: C

QUESTION NO: 3

Which standard describes the fundamental aspects of Quality Management Systems?

- A. ISO 9000
Correct. ISO 9000 is part of a family of standards for Quality Management Systems.
- B. ISO/IEC 15504
Incorrect. ISO/IEC 15504 is the Process Assessment standard.
- C. ISO/IEC 20000
Incorrect. ISO/IEC 20000 is the IT Service Management standard focused on the IT Service Management System.
- D. ISO/IEC 27001

Incorrect. ISO/IEC 27001 his is the Security Management standard focused on the Security Management System

ANSWER: A

Explanation:

:

- A. Correct. ISO 9000 is part of a family of standards for Quality Management Systems.
- B. Incorrect. ISO/IEC 15504 is the Process Assessment standard.
- C. Incorrect. ISO/IEC 20000 is the IT Service Management standard focused on the IT Service Management System.
- D. Incorrect. ISO/IEC 27001 his is the Security Management standard focused on the Security Management System

QUESTION NO: 4

What services can be left out of the Service Catalogue?

- A. incidental services that are seldom delivered
- B. network-related services
- C. services that are delivered to less then 10% of the Customers
- D. no services

ANSWER: D

QUESTION NO: 5

Which of the following is true of process descriptions?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities.

ANSWER: D

QUESTION NO: 6

What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

A. through the Business Relationship Management process

Incorrect. The Business Relationship Management process is responsible for setting up service review meetings to discuss changes to the service scope, SLA, contract etc. Changes to the contract(s) resulting from these meetings will be subject to the Change Management process.

B. through the Change Management process

Correct. Any changes to the contract shall be subject to the Change Management process.

C. through the Customer representative

Incorrect. These representatives will be involved via other processes (e.g. Business Relationship Management process).

D. through the Supplier Management process

Incorrect. Supplier Management is responsible for having a process in place for a major review of the contract. Any changes to the contract shall be subject to the Change Management process.

ANSWER: B**Explanation:**

:

A. Incorrect. The Business Relationship Management process is responsible for setting up service review meetings to discuss changes to the service scope, SLA, contract etc. Changes to the contract(s) resulting from these meetings will be subject to the Change Management process.

B. Correct. Any changes to the contract shall be subject to the Change Management process.

C. Incorrect. These representatives will be involved via other processes (e.g. Business Relationship Management process).

D. Incorrect. Supplier Management is responsible for having a process in place for a major review of the contract. Any changes to the contract shall be subject to the Change Management process.

QUESTION NO: 7

What is a benefit to an organization when the services are delivered according to ISO/IEC

20000?

A. The environmental needs of the employees in the organization are well looked after.

Incorrect. The ISO/IEC 20000 standard is driven by the business needs of the customer, not the environmental needs of the employees of the organization.

B. The organization becomes more process focused and thereby more efficient.

Correct. ISO/IEC 20000 is a process-based standard. The service management processes covered in the standard deliver the best possible service to meet a customer's business needs within agreed resource levels.

C. The organization behaves in a socially responsible way.

Incorrect. The ISO/IEC 20000 standard focuses on meeting the business needs of the customer via a process-based approach. The social behavior of the organization is not considered.

D. The organization has less suppliers to deal with.

Incorrect. Compliance to the ISO/IEC 20000 standard will ensure that suppliers are effectively managed, however delivering services according to ISO/IEC 20000 does not mean that there are less suppliers to deal with.

ANSWER: B**Explanation:**

:

A. Incorrect. The ISO/IEC 20000 standard is driven by the business needs of the customer, not the environmental needs of the employees of the organization.

B. Correct. ISO/IEC 20000 is a process-based standard. The service management processes covered in the standard deliver the best possible service to meet a customer's business needs within agreed resource levels.

C. Incorrect. The ISO/IEC 20000 standard focuses on meeting the business needs of the customer via a process-based approach. The social behavior of the organization is not considered.

D. Incorrect. Compliance to the ISO/IEC 20000 standard will ensure that suppliers are effectively managed, however delivering services according to ISO/IEC 20000 does not mean that there are less suppliers to deal with.

QUESTION NO: 8

Why is it important for Service Providers to provide documents and records?

A. It is part of the requirements (evidence) to become ISO/IEC 20000 compliant.

Incorrect. Producing documents should never be a goal solely to become ISO/IEC20000 compliant.

B. to be able to uniquely identify and record all Configuration Items (CIs) in the Configuration Management Database (CMDB)

Incorrect. This is part of Configuration Management.

C. to ensure effective planning, operation and control of Service Management

Correct. To manage Service Management, documents and records are needed. As a result, the Service Provider has evidence that it is in control. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.

D. to ensure employees are aware of the relevance and importance of their work activities

Incorrect. This is part of competence, awareness and training and is not relevant to documentation.

ANSWER: C

Explanation:

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- A. Incorrect. Producing documents should never be a goal solely to become ISO/IEC20000 compliant.
- B. Incorrect. This is part of Configuration Management.
- C. Correct. To manage Service Management, documents and records are needed. As a result, the Service Provider has evidence that it is in control. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.
- D. Incorrect. This is part of competence, awareness and training and is not relevant to documentation.

QUESTION NO: 9

Which of the following is an ISO/IEC 20000 requirement relating to the service management plan?

- A. it must be available in at least one hard copy and approved
- B. it must include the documented procedures specified by the standard
- C. it must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

ANSWER: C

QUESTION NO: 10

When a new service is being planned, Service Level Management needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management require input?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. IT Service Continuity Management

ANSWER: B