

DUMPS ARENA

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

Exin ITSM20F

Version Demo

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QUESTION NO: 1

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded
- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider
- D. That the suppliers understand their obligation to the Service Provider

ANSWER: C

QUESTION NO: 2

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

QUESTION NO: 3

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services'?

- A. Availability Management
- B. Incident Management
- C. Service Desk
- D. Service Level Management

ANSWER: C

QUESTION NO: 4

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 NO: 5

In the context of standards, what does the term "conformity" stand for?

- A. Alignment of an audit nonconformity report to a re-audit report
- B. Compliance with a requirement
- C. Quality Management System certification by an approved body
- D. Verification of supplier certification

ANSWER: B

QUESTION NO: 6

What is the objective of a Management System?

- A. to define, agree, record and manage levels of services
- B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

ANSWER: D

QUESTION NO: 7

What is the aim of an internal audit?

- A. To ensure and improve one's own quality capability

- B. To instruct all employees that quality-related requirements must be observed
- C. To monitor employee performance
- D. To verify whether the defined key performance indicators (KPIs) are actually determined

ANSWER: A

QUESTION NO: 8

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

ANSWER: C

QUESTION NO: 9

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 NO: 10

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases
- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

ANSWER: B