



Sample Exam

Edition 201606

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Introduction

This is the sample exam IT Service Management Foundation Bridge based on ISO/IEC 20000 (ITSM20FB.EN). The EXIN exam rules and regulations apply to this exam.

This sample exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth one point. If you obtain 13 points or more you will pass.

The time allowed for this exam is 30 minutes.

Good luck!

Sample Exam

1 / 20

How can an organization determine the effectiveness of the Service level management (SLM) process?

- A. by checking contracts with suppliers
- B. by defining Service levels
- C. by measuring customer satisfaction
- D. by reporting on all Incidents

2 / 20

A process is a set of interacting activities which transforms inputs into outputs.

What is the Process owner responsible for?

- A. describing the process
- B. operating the process
- C. providing process reports
- D. setting up the process

3 / 20

What is a benefit of implementing a Service management system?

- A. It is finally possible to charge for IT services.
- B. The organization around the IT services can be set up faster.
- C. The quality and the costs of the IT services can be controlled more efficiently.
- D. Only users will influence the IT organization providing the IT services.

4 / 20

Top management has to provide evidence of its commitment to planning, establishing, implementing, operating and improving its Service management system within the context of the organization's business and Customers' requirements.

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

- A. by outsourcing Change management
- B. by taking disciplinary action against underperforming employees
- C. by taking part in the planning of new IT services
- D. through leadership and actions

5 / 20

What should be recorded as a baseline prior to implementing a plan for service improvement?

- A. backlog of Changes for the service
- B. number of staff involved
- C. service or component configurations
- D. time taken to operate the process

6 / 20

A service provider can integrate their Service management system with a Quality management system or an Information security management system to provide the highest level of service to the customer.

Which standard supports the Quality management system?

- A. ISO 9001
- B. ISO/IEC 27001
- C. COBIT®
- D. ITIL

7 / 20

Which aspects of a Request for change (RFC) shall be assessed?

- A. business benefits, risk and impact
- B. risk, emergency level and classification
- C. risk, impact and effect on the incident management process
- D. risk, scope and impact on supplier relationships

8 / 20

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.
- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that was developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

9 / 20

Targets for resolution should be based on priority.

When scheduling an authorized change which will eliminate a known error, what should **not** be taken into account?

- A. the available skills
- B. the competing requirements for resources
- C. the effort/cost to provide the method of resolution
- D. the number of previously reported Incidents for the particular Configuration item (CI)

10 / 20

Which question **cannot** be answered directly from the Configuration management database (CMDB)?

- A. What Incidents or Problems are related to this workstation?
- B. Which Configuration items (CIs) does a specific service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. Which Requests for change (RFCs) have been submitted for a specific server?

11 / 20

Personnel should be competent on the basis of appropriate education and experience.

What is a requirement relating to competence?

- A. appropriate records of education, training, skills and experience need to be maintained
- B. at least two employees should be suitably trained for each role
- C. employees should have at least a relevant bachelor's degree
- D. personnel should all have a relevant Security training according to ISO/IEC 27002

12 / 20

When implementing a new version of an application both Change management and Release management are involved.

What is the responsibility of the Change management process here?

- A. Change management has the implementation and installation task in this phase.
- B. Change management plays a coordinating role in this phase.
- C. Change management must check whether the new application functions properly.
- D. Change Management draws up the Request for change (RFC) in this phase.

13 / 20

Where are agreements regarding Service delivery and its relationship to Information security management recorded?

- A. in a Capacity plan
- B. in a Configuration management database (CMDB)
- C. in a Definitive software library (DSL)
- D. in a Service level agreement (SLA)

14 / 20

IT service management needs to be planned to establish the objectives, processes and procedures necessary to deliver results in accordance with the customer requirements and the organization's policies.

What should definitely be included in the Service management plan?

- A. the appropriate tools to support the processes
- B. the interfaces between business processes
- C. the procedure for dealing with emergency releases
- D. the Service continuity procedures

15 / 20

What is the focus of the Deming cycle?

- A. continual improvement
- B. customer orientation
- C. designing new services
- D. cost calculation

16 / 20

What would be a good reason for organizations to adopt ISO/IEC 20000?

- A. to confirm that all of the ITIL guidelines have been implemented
- B. to demonstrate alignment to customer requirements
- C. to certify their services
- D. to certify their products

17 / 20

Why are processes and procedures required for a Service management system (SMS)?

- A. to be able to define service management objectives in a structured manner
- B. to ensure that service issues never arise
- C. to provide consistency in the output from activities
- D. to satisfy the needs of major suppliers

18 / 20

Why is it important that reviews are conducted regularly during the Check phase of the Plan-Do-Check-Act (PDCA) methodology?

- A. to be able to allocate roles and responsibilities
- B. to be able to define the objectives and requirements that are to be achieved by Service management
- C. to be able to establish the Service management policy, objectives and plans
- D. to determine whether the Service management requirements are effectively implemented and maintained

19 / 20

Why is it important for Service providers to maintain documents and records?

- A. to be able to uniquely identify and record all Configuration Items (CIs) in the Configuration Management Database (CMDB)
- B. to ensure effective planning, operation and control of the Service management system (SMS)
- C. to ensure employees are aware of the relevance and importance of their work activities
- D. to meet the requirements (evidence) to become ISO/IEC 20000 compliant

20 / 20

Where would a customer's specific requirements for an IT service be defined?

- A. in the IT framework
- B. in the Catalogue of services
- C. in the Service level agreement (SLA)
- D. in the Service report

Answer Key

1 / 20

How can an organization determine the effectiveness of the Service level management (SLM) process?

- A. by checking contracts with suppliers
- B. by defining Service levels
- C. by measuring customer satisfaction
- D. by reporting on all Incidents

A. Incorrect. Contracts with suppliers are part of the SLM process but you cannot determine the effectiveness of the process by checking the contracts.

B. Incorrect. Defining Service levels is important to deliver IT services but they do not provide information about the effectiveness of the SLM process.

C. Correct. Customer satisfaction is the most important aspect to determine the effectiveness (ability to achieve desired results) of SLM process.

D. Incorrect. By reporting on all Incidents you can determine the effectiveness of Incident management but not the effectiveness of the SLM process.

2 / 20

A process is a set of interacting activities which transforms inputs into outputs.

What is the Process owner responsible for?

- A. describing the process
- B. operating the process
- C. providing process reports
- D. choosing process team members

A. Correct. The process owner has the authority and responsibility for ensuring that the process, its interfaces to other processes and integration within the SMS are documented, adhered to, measured and improved.

B. Incorrect. Operating the process is the responsibility of the process manager.

C. Incorrect. Process reporting the responsibility of the process manager.

D. Incorrect. Choosing process team members is the responsibility of the process manager under the guidance of the process owner.

3 / 20

What is a benefit of implementing a Service management system?

- A. It is finally possible to charge for IT services.
- B. The organization around the IT services can be set up faster.
- C. The quality and the costs of the IT services can be controlled more efficiently.
- D. Only users will influence the IT organization providing the IT services.

A. Incorrect. Charging for using IT services can be done with or without the use of IT service management.

B. Incorrect. Setting up the IT organization using a Service management system has many benefits but it also takes time.

C. Correct. By implementing a Service management system the IT services can be controlled more efficiently in terms of quality and costs.

D. Incorrect. Influencing the IT organization can be done with or without the use of a Service management system.

4 / 20

Top management has to provide evidence of its commitment to planning, establishing, implementing, operating and improving its Service management system within the context of the organization's business and Customers' requirements.

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

- A. by outsourcing Change management
- B. by taking disciplinary action against underperforming employees
- C. by taking part in the planning of new IT services
- D. through leadership and actions

A. Incorrect. Outsourcing Change management is irrelevant.

B. Incorrect. This is not sufficient action to ensure that commitment from top management is visible.

C. Incorrect. Taking part in the planning of new services is insufficient action to ensure that commitment from top management is visible.

D. Correct. Top management can make their commitment visible by showing strong leadership and taking firm actions, establishing and communicating the scope, policy and objectives for service management and communicating the importance of fulfilling service requirements.

5 / 20

What should be recorded as a baseline prior to implementing a plan for service improvement?

- A. backlog of Changes for the service
- B. number of staff involved
- C. service or component configurations
- D. time taken to operate the process

A. Incorrect. This may be one of the measures if backlog of Changes is to be reduced but there may be other details too.

B. Incorrect. This may be one of the measures if staff numbers are to be improved but there may be other details too.

C. Correct. The standard recommends the current configuration of affected components be captured before implementation so to measure improvement as well as create a fall back point.

D. Incorrect. This may be one of the measures if time taken is to be improved but there may be other details too.

6 / 20

A service provider can integrate their Service management system with a Quality management system or an Information security management system to provide the highest level of service to the customer.

Which standard supports the Quality management system?

- A. ISO 9001
- B. ISO/IEC 27001
- C. COBIT®
- D. ITIL

A. Correct.

B. Incorrect. This standard covers the Information security management system.

C. Incorrect. This covers the IT Governance framework.

D. Incorrect. This the service lifecycle framework for Service management.

7 / 20

Which aspects of a Request for change (RFC) shall be assessed?

- A. business benefits, risk and impact
- B. risk, emergency level and classification
- C. risk, impact and effect on the incident management process
- D. risk, scope and impact on supplier relationships

A. Correct. An RFC shall be assessed on risk, impact and benefits.

B. Incorrect. Emergency is a type of classification. Classification is not assessed, but assigned to a RFC.

C. Incorrect. Effect on the Incident Management process shall not be assessed.

D. Incorrect. Impact on supplier relationships shall not be assessed.

8 / 20

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.
- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that was developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

A. Incorrect. It is not only a quality instrument, it encompasses an improvement methodology.
B. Incorrect. It is not a maturity model
C. Incorrect. It was developed for general business processes.
D. Correct. Six Sigma provides businesses with the tools to measure statistically and to improve the capability of their business processes.

9 / 20

Targets for resolution should be based on priority.

When scheduling an authorized change which will eliminate a known error, what should not be taken into account?

- A. the available skills
- B. the competing requirements for resources
- C. the effort/cost to provide the method of resolution
- D. the number of previously reported Incidents for the particular Configuration item (CI)

A. Incorrect. This is a relevant aspect for scheduling Incident or Problem resolution.
B. Incorrect. This is a relevant aspect for scheduling Incident or Problem resolution.
C. Incorrect. This is a relevant aspect for scheduling Incident or Problem resolution.
D. Correct. This is not relevant when scheduling resolution. It is relevant when identifying Problems.

10 / 20

Which question **cannot** be answered directly from the Configuration management database (CMDB)?

- A. What Incidents or Problems are related to this workstation?
- B. Which Configuration items (CIs) does a specific service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. Which Requests for change (RFCs) have been submitted for a specific server?

A. Incorrect. Incidents and Problems are related to CIs and are registered in the CMDB.
B. Incorrect. Relationships between CIs are registered in the CMDB.
C. Correct. Personnel moves would be tracked by Human Resources and only current office location information would be directly part of the CMDB.
D. Incorrect. An RFC is registered in the CMDB. When the Change is implemented the CMDB will be updated.

11 / 20

Personnel should be competent on the basis of appropriate education and experience.

What is a requirement relating to competence?

- A.** appropriate records of education, training, skills and experience need to be maintained
- B.** at least two employees should be suitably trained for each role
- C.** employees should have at least a relevant bachelor's degree
- D.** personnel should all have a relevant Security training according to ISO/IEC 27002

- A. Correct. This is a best practice according to the standard.
- B. Incorrect. This is relevant to availability of resources, however not a best practice for competency.
- C. Incorrect. A bachelor's degree is not a requirement, relevant training for the role is.
- D. Incorrect. This is a specific training for Information security, but not a best practice for competency in general.

12 / 20

When implementing a new version of an application both Change management and Release management are involved.

What is the responsibility of the Change management process here?

- A.** Change management has the implementation and installation task in this phase.
- B.** Change management plays a coordinating role in this phase.
- C.** Change management must check whether the new application functions properly.
- D.** Change Management draws up the Request for change (RFC) in this phase.

- A. Incorrect. This activity belongs to Release Management Process.
- B. Correct. Change Management process plans, coordinates and approves all activities in this phase.
- C. Incorrect. This is a Release Management task.
- D. Incorrect. An RFC would already be in place for an application to reach the implementation stage.

13 / 20

Where are agreements regarding Service delivery and its relationship to Information security management recorded?

- A.** in a Capacity plan
- B.** in a Configuration management database (CMDB)
- C.** in a Definitive software library (DSL)
- D.** in a Service level agreement (SLA)

- A. Incorrect. A Capacity plan describes the (future) capacity needs.
- B. Incorrect. Agreements are not recorded in the CMDB. In the CMDB all IT components, Configuration Items (CIs) and their relationships are recorded.
- C. Incorrect. The DSL only stores authorized software items.
- D. Correct. Agreements with the customer are recorded in an SLA.

14 / 20

IT service management needs to be planned to establish the objectives, processes and procedures necessary to deliver results in accordance with the customer requirements and the organization's policies.

What should definitely be included in the Service management plan?

- A. the appropriate tools to support the processes
- B. the interfaces between business processes
- C. the procedure for dealing with emergency releases
- D. the Service continuity procedures

A. Correct. The tools appropriate to the processes should be mentioned in the Service management plan.

B. Incorrect. The interfaces between the business processes should not be included in the Service management plan.

C. Incorrect. Procedures are part of the processes and do not have to be included in the Service management plan.

D. Incorrect. Procedures are part of processes and do not have to be included in the Service management plan.

15 / 20

What is the focus of the Deming cycle?

- A. continual improvement
- B. customer orientation
- C. designing new services
- D. cost calculation

A. Correct. Continual improvement is the focus of the Deming cycle.

B. Incorrect. The focus of the Deming cycle is continual improvement and not specifically customer orientation.

C. Incorrect. The Deming cycle can be used during the design phase, but the focus is on continual improvement during all phases.

D. Incorrect. The focus of the Deming cycle is not cost calculation, but continual improvement.

16 / 20

What would be a good reason for organizations to adopt ISO/IEC 20000?

- A. to confirm that all of the ITIL guidelines have been implemented
- B. to demonstrate alignment to customer requirements
- C. to certify their services
- D. to certify their products

A. Incorrect. ITIL offers an extensive set of guidance while ISO/IEC 20000-1 provides requirements.

B. Correct. This is referenced within the scope of the standard.

C. Incorrect. It is the Service management system that gets certified not the services.

D. Incorrect. It is the Service management system that gets certified not the products.

17 / 20

Why are processes and procedures required for a service management system?

- A. to be able to define service management objectives in a structured manner
- B. to ensure that service issues never arise
- C. to provide consistency in the output from activities
- D. to satisfy the needs of major suppliers

A. Incorrect. Processes and procedures should support the service management objectives.
B. Incorrect. Service issues are a part of day to day life; processes and procedures will help to prevent and minimize their impact.
C. Correct. A predictable approach is required.
D. Incorrect. Touch points with suppliers are needed to demonstrate end to end quality control.

18 / 20

Why is it important that reviews are conducted regularly during the Check phase of the Plan-Do-Check-Act (PDCA) methodology?

- A. to be able to allocate roles and responsibilities
- B. to be able to define the objectives and requirements that are to be achieved by Service management
- C. to be able to establish the Service management policy, objectives and plans
- D. to determine whether the Service management requirements are effectively implemented and maintained

A. Incorrect. This is part of implementing the Service management plan.
B. Incorrect. This is part of the Service management plan.
C. Incorrect. This is a part of top management responsibility.
D. Correct. This is part of the methodology in the Check phase.

19 / 20

Why is it important for Service providers to maintain documents and records?

- A. to be able to uniquely identify and record all Configuration Items (CIs) in the Configuration Management Database (CMDB)
- B. to ensure effective planning, operation and control of the Service management system (SMS)
- C. to ensure employees are aware of the relevance and importance of their work activities
- D. to meet the requirements (evidence) to become ISO/IEC 20000 compliant

A. Incorrect. This is part of Configuration Management.
B. Correct. Services, documents and records are needed to ensure effective planning, operation and control of the SMS.
C. Incorrect. This is part of competence, awareness and training.
D. Incorrect. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.

20 / 20

Where would a customer's specific requirements for an IT service be defined?

- A. in the IT framework
- B. in the Catalogue of services
- C. in the Service level agreement (SLA)
- D. in the Service report

A. Incorrect. The IT framework provides a structure for service management but would not define the service itself.

B. Incorrect. The Catalogue of service shows all the possible services a provider can offer.

C. Correct. The SLA would define the service for the customer.

D. Incorrect. The Service report would provide details of service performance not define the service.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer
1	C
2	A
3	C
4	D
5	C
6	A
7	A
8	D
9	D
10	C
11	A
12	B
13	D
14	A
15	A
16	B
17	C
18	D
19	B
20	C

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