EXIN IT Service Management ISO/IEC 20000

FOUNDATION

Certified by EXIN

Sample Exam

Edition 201607

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Introduction

This is the sample exam IT Service Management Foundation based on ISO/IEC 20000 (ITSM20F.EN). The EXIN exam rules and regulations apply to this exam.

This sample exam consists of 40 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 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for this exam is 60 minutes.

Good luck!

Sample Exam

1 / 40
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 / 40
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 / 40
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

4 / 40
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

5 / 40
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®

6 / 40
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

7 / 40
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.

8 / 40
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)

9 / 40
What is a responsibility of the Service provider with regard to Supplier management as defined in ISO/IEC 20000-1?

A. to ensure that a process exists for the procurement of suppliers
B. to ensure that contracts with suppliers are aligned with SLAs of the business
C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances
D. to ensure that supplier processes and procedures are defined

10 / 40
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 / 40
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 / 40
What does a Release consist of?

A. a collection of one or more new or changed Configuration items (CIs) deployed into the live environment
B. a change that consists of both hardware and software
C. a change of several CIs that are merged due to their size
D. a change of several CIs that are merged due to their minor impact

13 / 40
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.

14 / 40
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)

15 / 40
What document is directly supported by the supplier contract?

A. Service Level Agreement (SLA)
B. Operational Level Agreement (OLA)
C. Service Management plan
D. Service cost model

16 / 40
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

17 / 40
When a service outage of other failure is reported, in what order will the processes be executed?

A. Configuration management, Incident management, Change management, Release management
B. Incident management, Change management, Problem management, Release management
C. Incident management, Problem management, Change management, Release management
D. Problem management, Configuration management, Release management, Change management

18 / 40
The Service catalogue for a network company states that LAN authorization requests will be complete within three weeks. A manager who is a client of the network company does not believe this is achievable and requests a report demonstrating achievment of the catalogue statement.

Which process is responsible for providing this report?

A. Availability management
B. Change management
C. Problem management
D. Service level management (SLM)

19 / 40
In Continuity management various precautionary measures are taken to ensure Services are delivered during/after a catastrophe. An example would be having an emergency electrical power supply.

Which process could also initiate this kind of measure?

A. Availability management
B. Capacity management
C. Change management
D. Incident management

20 / 40
What is the intent of the Service continuity and availability management processes?

A. to ensure agreed effective communication towards Customers
B. to ensure that agreed levels of service commitments to Customers can be met in all circumstances
C. to ensure that agreed Service continuity and availability commitments to Customers can be met within agree targets
D. to ensure that agreed Service continuity and availability commitments to providers can be met in all circumstances

21 / 40
Which process ensures that an interruption in the provision of services is diagnosed as quickly as possible?

A. Change management
B. Incident & service request management
C. Problem management
D. Service level management (SLM)

22 / 40
The Relationship processes describe the relationships with the business and with the suppliers.

What do the Relationship processes ensure?

A. That business requirements and outcomes are the primary driver in managing the business and supplier relationship.
B. That the business and suppliers are directly informed of Major incidents.
C. That the service levels for all services are consistent in the supply chain.
D. That there is a frequent contact between the suppliers and the business to resolve issues.

23 / 40
What is the focus of the Deming cycle?

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

24 / 40
What is the description of Integrity in the Information security management process?

A. access to the data at any moment
B. protection of the data
C. the capacity to verify the correctness of the data
D. the correctness of the data

25 / 40
Which process is responsible for recording the logical and physical relationships between the various components of the IT infrastructure?

A. Availability management
B. Configuration management
C. Release management
D. Incident management

26 / 40
What is the recommendation with regard to the implementation of an emergency Change?

A. Only the senior manager should authorize emergency Changes.
B. The Change process should be completely bypassed.
C. There is a separate process for emergency Changes.
D. Where possible the Change process should be followed.

27 / 40
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

28 / 40
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

29 / 40
Managing the availability of a service as part of an overall Service management initiative is important for efficient Service delivery.

What is the reason behind managing Service availability?

A. Most service providers have Service level agreements (SLAs) with their customers so availability is guaranteed.
B. Outsourcing is now a more valid option for today's IT, so availability of a service is left to the capability of the outsourcer.
C. Service management tools provide real-time performance information, thus managing availability is debatable.
D. The business is more dependent on IT in order to meet corporate goals, thus achieving expected availability is crucial.

30 / 40
New or changed services need to be accepted before being implemented into the live environment.

What shall be done after a new or changed service has been implemented?

A. A Post implementation review (PIR) is held comparing actual outcomes against those planned.
B. An approach needs to be defined for interfacing to projects that are creating or modifying services.
C. Nothing additional. The new or changed service goes into Business As Usual and will be managed as a normal service.
D. The manner in which the Change shall be reversed or remedied, if unsuccessful, needs to be defined.

31 / 40
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

32 / 40
A power failure has knocked out the entire IT infrastructure. Fortunately, a Service continuity plan is available.

At what point should the Service continuity plan be invoked?

A. Immediately, as the service can no longer be used.
B. When the failure will likely extend beyond the targets defined in the Service level agreement (SLA).
C. When the Incident manager thinks this is necessary.
D. When the time within which the failure should be solved, has exceeded.

33 / 40
What must be included in the Release & deployment management procedures according to ISO/IEC 20000?

A. the authorization and implementation of Emergency changes
B. the investigation and prevention of Information security incidents
C. the recording of all reported Incidents
D. procedures to reverse an unsuccesful deployment

34 / 40
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

35 / 40
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?

A. Change management
B. Configuration management
C. Release management
D. Service desk

36 / 40
What is the intent of Incident & service request management?

A. to communicate with Customers as to future service disruptions
B. to match new Incidents to Known errors
C. to restore services as quickly as possible
D. to track Problems into the Known error database (KEDB)

37 / 40
In Change management, a number of activities take place between the acceptance of a Request for change (RFC) and the completion of the Change.

Which activity is performed **first** after acceptance of an RFC?

A. building and testing the Change
B. determining the urgency of the Change
C. implementing the Change
D. scheduling the Change

38 / 40
Where would an IT service for the customer 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

39 / 40
The Plan-Do-Check-Act (PDCA) methodology can be applied to all processes.

What does the Act phase of this methodology cover?

A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements and the organization's policies
B. implementation of the processes
C. monitoring and measuring the services rendered and the Service management system (SMS)
D. taking the necessary actions to continually improve

40 / 40
What process, other than Business relationship management, would review service performance with the customer?

A. Availability management
B. Service reporting
C. Service level management
D. Budgeting and accounting for services

Answer Key

1 / 40
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 / 40
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

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. Setting up the process is the responsibility of the process manager under the guidance of the process owner.

3 / 40
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.

4 / 40
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.

5 / 40
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.

6 / 40
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.

7 / 40
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.

8 / 40
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.

9 / 40
What is a responsibility of the Service provider with regard to Supplier management as defined in ISO/IEC 20000-1?

A. to ensure that a process exists for the procurement of suppliers
B. to ensure that contracts with suppliers are aligned with SLAs of the business
C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances
D. to ensure that supplier processes and procedures are defined

A. Incorrect. Selection and procurement are outside the scope of the standard.
B. Correct. A focus on end-to-end Service management is essential.
C. Incorrect. This is the responsibility of the Lead Suppliers.
D. Incorrect. The Service provider does not define the supplier processes and procedures.

10 / 40
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 / 40
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 / 40
What does a Release consist of?

A. a collection of one or more new or changed Configuration items (CIs) deployed into the live environment
B. a change that consists of both hardware and software
C. a change of several CIs that are merged due to their size
D. a change of several CIs that are merged due to their minor impact

A. Correct. A Release is a collection of one or more new or changed CIs deployed into the live environment.
B. Incorrect. A Release can also exist of only software or hardware.
C. Incorrect. The size of the Release is not relevant.
D. Incorrect. The impact the Release is not relevant.

13 / 40
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.

14 / 40
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.

15 / 40
What document is directly supported by the supplier contract?

A. Service Level Agreement (SLA)
B. Operational Level Agreement (OLA)
C. Service Management plan
D. Service cost model

A. Correct. All supplier contracts should support and align with the SLAs between the service provider and customer.
B. Incorrect. Just as the supplier contract supports the SLA, so should the OL
A. Both documents describe the necessary service functionality that allows the achievement of the SLA.
C. Incorrect. The Service Management plan structures the planning and deployment of the service management system, thus guiding the activities of IT organization. It will not directly supports a supplier contract.
D. Incorrect. A service cost model would include the cost of supplier services. The contract directly supports the SLA which will drive the cost model based on requirements.

16 / 40
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.

17 / 40
When a service outage of other failure is reported, in what order will the processes be executed?

A. Configuration management, Incident management, Change management, Release management
B. Incident management, Change management, Problem management, Release management
C. Incident management, Problem management, Change management, Release management
D. Problem management, Configuration management, Release management, Change management

A. Incorrect. The entry of a service failure will not begin with Configuration management, but will be formally logged within the Incident management process.
B. Incorrect. Finding root cause via Problem management will typically occur prior to submitting a Change.
C. Correct. This is the order of the processes.
D. Incorrect. Change management will assess and authorize any Change prior to the implementation via Release management.

18 / 40
The Service catalogue for a network company states that LAN authorization requests will be complete within three weeks. A manager who is a client of the network company does not believe this is achievable and requests a report demonstrating achievment of the catalogue statement.

Which process is responsible for providing this report?

A. Availability management
B. Change management
C. Problem management
D. Service level management (SLM)

A. Incorrect. Meeting customer's requests is the responsibility of SLM.
B. Incorrect. SLM is responsible of meeting customer's requirements and should issue this report.
C. Incorrect. SLM is the process responsible of meeting the customer's requirements and should issue this report.
D. Correct. SLM is responsible of meeting the customer's requirements and of issuing related reports. Note that Service Reporting would most like produce the report based on a request from SLM.

19 / 40
In Continuity management various precautionary measures are taken to ensure Services are delivered during/after a catastrophe. An example would be having an emergency electrical power supply.

Which process could also initiate this kind of measure?

A. Availability management
B. Capacity management
C. Change management
D. Incident management

A. Correct. Availability management can take certain measures to ensure Service delivery under abnormal conditions. One of them is to initiate an emergency electrical power supply.
B. Incorrect. Capacity management is strategically responsible for the right capacity at the right time, not for the availability of emergency electrical power.
C. Incorrect. Change management is responsible for installing an emergency electrical power supply as it is a Change but Change management is not responsible for initiating these measures.
D. Incorrect. Incident management is responsible for solving Incidents as soon as possible. Taking precautionary measures is not a task of Incident management.

20 / 40
What is the intent of the Service continuity and availability management processes?

A. to ensure agreed effective communication towards Customers
B. to ensure that agreed levels of service commitments to Customers can be met in all circumstances
C. to ensure that agreed Service continuity and availability commitments to Customers can be met within agree targets
D. to ensure that agreed Service continuity and availability commitments to providers can be met in all circumstances

A. Incorrect. Effective communication is not the intent of the process Service continuity and availability management. It is more relevant to Service reporting.
B. Incorrect. Managing levels of service is the intent of the SLM process.
C. Correct. This is the intent of the Service continuity and availability management processes.
D. Incorrect. Service continuity and availability management is a process between a supplier and a Customer, not between a supplier and a provider.

21 / 40
Which process ensures that an interruption in the provision of services is diagnosed as quickly as possible?

A. Change management
B. Incident & service request management
C. Problem management
D. Service level management (SLM)

A. Incorrect. Change management will not diagnose a failure.
B. Correct. Incident & service request management is responsible of restoring the interrupted services as quickly as possible.
C. Incorrect. Problem management is responsible of finding the cause of one or more incidents to avoid future interruptions.
D. Incorrect. SLM does not diagnose or resolve incidents.

22 / 40
The Relationship processes describe the relationships with the business and with the suppliers.

What do the Relationship processes ensure?

A. That business requirements and outcomes are the primary driver in managing the business and supplier relationship.
B. That the business and suppliers are directly informed of Major incidents.
C. That the service levels for all services are consistent in the supply chain.
D. That there is a frequent contact between the suppliers and the business to resolve issues.

A. Correct. The Relationship processes cover Supplier management and Business relationship management, and together they should ensure that the business needs of the Customer are understood and remain the driver for all actions.
B. Incorrect. Dealing with Major incidents should include communication across all areas involved, including Top management as well as the customers affected. However, this is managed within the Incident & service request management process and is the responsibility of the designated individual responsible managing Major incidents. It is therefore outside of the scope of the Relationship processes.
C. Incorrect. It is not necessary for the services levels to be consistent across all suppliers, and in fact it is unlikely that this will be the case. It is however necessary that supplier service levels are aligned with those of the business, so that the Service level agreements (SLAs) agreed with the customer can be met.
D. Incorrect. The business should not have direct contact with the suppliers. The service provider is responsible for managing the suppliers to ensure the quality of the services provided to the business.

23 / 40
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.

24 / 40
What is the description of Integrity in the Information security management process?

A. access to the data at any moment
B. protection of the data
C. the capacity to verify the correctness of the data
D. the correctness of the data

A. Incorrect. The accessibility of data does not mean the data is correct as being meant by the concept 'Integrity'.
B. Incorrect. The protection of the data is called 'Security'.
C. Incorrect. Not the capacity to verify the correctness of the data but the correctness itself is called 'Integrity'.
D. Correct. The correctness of the data is called 'Integrity'.

25 / 40
Which process is responsible for recording the logical and physical relationships between the various components of the IT infrastructure?

A. Availability management
B. Configuration management
C. Release management
D. Incident management

A. Incorrect. Configuration management is responsible of recording the components of the infrastructure and their relationships.
B. Correct. This is the primary intent of Configuration management.
C. Incorrect. Release management is not responsible for the recording of the components of the IT infrastructure.
D. Incorrect. Incident management is not responsible for the recording of the components of the IT infrastructure.

26 / 40
What is the recommendation with regard to the implementation of an emergency Change?

A. Only the senior manager should authorize emergency Changes.
B. The Change process should be completely bypassed.
C. There is a separate process for emergency Changes.
D. Where possible the Change process should be followed.

A. Incorrect. The authorization of the emergency Change is part of the process and there is no recommendation about who does this.
B. Incorrect. It is not recommended to bypass the whole process although some activities may be bypassed and covered later.
C. Incorrect. There is a requirement for a separate policy for emergency Changes but not a recommendation for a separate process.
D. Correct. It is recommended that the Change process should be followed where possible although any activities bypassed should be undertaken as soon as possible.

27 / 40
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.

28 / 40
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.

29 / 40
Managing the availability of a service as part of an overall Service management initiative is important for efficient Service delivery.

What is the reason behind managing Service availability?

A. Most service providers have Service level agreements (SLAs) with their customers so availability is guaranteed.
B. Outsourcing is now a more valid option for today's IT, so availability of a service is left to the capability of the outsourcer.
C. Service management tools provide real-time performance information, thus managing availability is debatable.
D. The business is more dependent on IT in order to meet corporate goals, thus achieving expected availability is crucial.

A. Incorrect. Regardless of a formal or informal SLA, IT must deliver services to meet business goals.
B. Incorrect. Even if services are outsourced, managing Service availability is just as critical so to meet business needs.
C. Incorrect. Just because IT can collect more data, doesn't mean it should get collected nor is it all valuable. Managing availability requires more than real-time data input.
D. Correct. The relationship between IT and the business is more critical than ever and in order for the business to maintain its goals, Services must be delivered to meet agreed upon Service levels.

30 / 40
New or changed services need to be accepted before being implemented into the live environment.

What shall be done after a new or changed service has been implemented?

A. A Post implementation review (PIR) is held comparing actual outcomes against those planned.
B. An approach needs to be defined for interfacing to projects that are creating or modifying services.
C. Nothing additional. The new or changed service goes into Business As Usual and will be managed as a normal service.
D. The manner in which the Change shall be reversed or remedied, if unsuccessful, needs to be defined.

A. Correct. This clause is part of the standard.
B. Incorrect. This is part of the Service management plan, and not relevant after new or changed services have been implemented.
C. Incorrect. According to the standard a PIR is necessary. Doing nothing additionally is not an option.
D. Incorrect. This clause is part of Change management. And this should already be in place or defined before implementing.

31 / 40
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.

32 / 40
A power failure has knocked out the entire IT infrastructure. Fortunately, a Service continuity plan is available.

At what point should the Service continuity plan be invoked?

A. Immediately, as the service can no longer be used.
B. When the failure will likely extend beyond the targets defined in the Service level agreement (SLA).
C. When the Incident manager thinks this is necessary.
D. When the time within which the failure should be solved, has exceeded.

A. Incorrect. The Service continuity plan will be invoked after a predefined time not immediately after the Incident takes place.
B. Correct. The Service continuity plan will be invoked if the targets as defined in the SLA cannot be met.
C. Incorrect. The Service continuity plan will be invoked after a predefined time not at the call of the Incident manager.
D. Incorrect. When the time to repair a failure exceeds the agreed maximum time this is not directly a reason to invoke the service continuity plan.

33 / 40
What must be included in the Release & deployment management procedures according to ISO/IEC 20000?

A. the authorization and implementation of Emergency changes
B. the investigation and prevention of Information security incidents
C. the recording of all reported Incidents
D. procedures to reverse an unsuccesful deployment

A. Incorrect. This is part of the Change management procedures.
B. Incorrect. This is part of the Information security management procedures.
C. Incorrect. This is part of the Incident management procedures.
D. Correct. According to the standard this is a requirement.

34 / 40
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.

35 / 40
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?

A. Change management
B. Configuration management
C. Release management
D. Service desk

A. Correct.
B. Incorrect.
C. Incorrect.
D. Incorrect.

36 / 40
What is the intent of Incident & service request management?

A. to communicate with Customers as to future service disruptions
B. to match new Incidents to Known errors
C. to restore services as quickly as possible
D. to track Problems into the Known error database (KEDB)

A. Incorrect. Communication is an important activity performed by the Service desk to support Incident management but is not its intent.
B. Incorrect. Incident matching is not the intent of Incident management. It is part of an Incident management activity.
C. Correct. This is the intent of Incident & service request management.
D. Incorrect. This is a responsibility of Problem management.

37 / 40
In Change management, a number of activities take place between the acceptance of a Request for change (RFC) and the completion of the Change.

Which activity is performed **first** after acceptance of an RFC?

A. building and testing the Change
B. determining the urgency of the Change
C. implementing the Change
D. scheduling the Change

A. Incorrect. Building and testing the Change will take place after classification has been done. Part of classification is to determine the urgency.
B. Correct. The first step after the acceptance is to determine the urgency of the Change.
C. Incorrect. Implementing the Change will take place after building, testing and scheduling has been done.
D. Incorrect. Scheduling the Change will take place after classification has been done. Part of classification is to determine the urgency.

38 / 40
Where would an IT service for the customer 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.

39 / 40
The Plan-Do-Check-Act (PDCA) methodology can be applied to all processes.

What does the Act phase of this methodology cover?

A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements and the organization's policies
B. implementation of the processes
C. monitoring and measuring the services rendered and the Service management system (SMS)
D. taking the necessary actions to continually improve

A. Incorrect. This action is taken during the Plan phase of the methodology.
B. Incorrect. This action is taken during the Do phase of the methodology.
C. Incorrect. These are the actions taken during the Check phase.
D. Correct. This action is taken during the Act phase of the methodology.

40 / 40
What process, other than Business relationship management, would review service performance with the customer?

A. Availability management
B. Service reporting
C. Service level management
D. Budgeting and accounting for services

A. Incorrect. Availability management will provide information for the review. Service level management will review service performance (achievement of SLA targets) with the customer.
B. Incorrect. Service reporting will create the service report that may be given to the customer. Service level management will review service performance (achievement of SLA targets) with the customer.
C. Correct. Service level management will review service performance (achievement of SLA targets) with the customer.
D. Incorrect. Budgeting and accounting for services will provide service cost information for each service, customer or location. This information will be presented to the customer typically by Service level management. Service level management will review service performance (achievement of SLA targets) with the customer.

Evaluation

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

Question	Answer	Question	Answer
1	C	21	B
2	A	22	A
3	D	23	A
4	C	24	D
5	A	25	B
6	A	26	D
7	D	27	B
8	D	28	C
9	B	29	D
10	C	30	A
11	A	31	D
12	A	32	B
13	B	33	D
14	D	34	B
15	A	35	A
16	A	36	C
17	C	37	B
18	D	38	C
19	A	39	D
20	C	40	C

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