EXIN
IT Service Management
ISO/IEC 20000

FOUNDATION BRIDGE

Certified by

EXIN

Sample Exam

Edition 201907

Content

Introduction

This is the sample exam EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000:2018 (ITSMFB18.EN). The Rules and Regulations for EXIN's examinations apply to this exam.

This 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
What is **not** an input to manage continual improvement?

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

2 / 20
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?

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

3 / 20
What would be a good reason for organizations to adopt ISO/IEC 20000-1?

A) To certify their products
B) To certify their services
C) To confirm that all ITIL guidelines have been implemented
D) To review the service management system (SMS)

4 / 20
What is an example of a requirement for the service management objectives?

A) They should be consistent with the service management policy.
B) They should be easy to realize.
C) They should be left unchanged, even if services change.
D) They should be shared with the customers.

5 / 20

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?

A) Capacity management
B) Configuration management
C) Service availability management
D) Service level management

6 / 20

How do the information security requirements of ISO/IEC 20000-1 and ISO/IEC 27001 relate to each other?

A) The requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001.
B) The requirements of ISO/IEC 20000-1 are more elaborate than the requirements of ISO/IEC 27001.
C) The requirements of ISO/IEC 20000-1 are the same as the requirements of ISO/IEC 27001.

7 / 20

What is the value of good service management?

A) It ensures that people comply with service level agreements (SLAs) using documented information.
B) It allows an organization to be certified, which always adds value for the business.
C) It offers prescriptive guidance that allows the organization to create efficient processes.
D) It provides a structure for service provisioning that can be adapted to the culture of the organization.

8 / 20

What does the ISO/IEC 20000-1 standard mention about continual improvement?

A) That improvement does not need to be measurable
B) That it is the same as taking corrective actions
C) That it should be aligned with service level agreements (SLAs)
D) That various methodologies can be used

9 / 20

When must changes go through the service design and transition process?

A) When they do not need additional approvals
B) When their first implementation has failed
C) When they have a major impact on services or customers
D) When top management decides this is necessary

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

What must always be included in the service management plan?

A) The interfaces between the business processes
B) The procedure for dealing with emergency releases
C) The service continuity procedures
D) The technology to support the service management system (SMS)

11 / 20
Why are processes 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 predictable, intended outputs from activities
D) To satisfy the needs of major suppliers

12 / 20
What is part of planning a release?

A) Allocation of resources for implementation
B) Coordination with change management
C) Design of the service
D) User acceptance testing

13 / 20
What should be done to handle risks and opportunities?

A) Avoid, reduce and transfer
B) Determine, document and plan actions
C) Plan, do, check and act using Deming's cycle
D) Record, classify, fulfil and close

14 / 20
What are elements that should be considered when determining the scope of the service management system (SMS)?

A) The employees, customers and suppliers of the organization
B) The issues of the organization and requirements of interested parties
C) The organization chart and the number of staff in the organization
D) The service management policy, objectives and procedures

15 / 20

The service catalog for a network company states that Local Area Network authorization requests will be completed within three weeks. A manager who is a client of the network company does not believe this is achievable and requests a report demonstrating achievement of the catalog statement.

Which process is responsible for providing this report?

A) Change management
B) Problem management
C) Service availability management
D) Service level management

16 / 20

What is **not** an example of an interested party of a service management system (SMS)?

A) The customer
B) The employees
C) The human resources department
D) The organization

17 / 20

What is a reason for problem management to raise a change request?

A) To fix the root cause of an incident
B) To implement a release in the live environment
C) To log a known error
D) To resolve an incident

18 / 20

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

According to the ISO/IEC 20000-1 standard, what is a requirement relating to competence?

A) Appropriate documented information should be retained as evidence of competence.
B) At least two employees should be suitably trained for each role.
C) Personnel should have at least a relevant bachelor's degree.
D) Personnel should have a relevant security training about ISO/IEC 27000.

19 / 20

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

A) Configuration management
B) Incident management
C) Release and deployment management
D) Service availability management

What is the **main** purpose of monitoring, measurement, analysis and evaluation of the service management system (SMS) and the services?

A) To be able to share the results with customers and other interested parties
B) To evaluate performance against the service management objectives
C) To generate continual improvement opportunities to improve the SMS and the services
D) To provide measurable and reliable input for the internal audit

1 / 20
What is **not** an input to manage continual improvement?

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

A) Correct. This is part of service design and transition. (Literature A: Ch. 10.2)
B) Incorrect. This is one of the inputs. The following improvement activities need to be managed: setting targets for improvements, ensuring that improvements are prioritized, planned and implemented, making changes to the service management system (SMS), measuring implemented improvements against the targets set and reporting on implemented improvements.
C) Incorrect. This is one of the inputs as this is necessary for identifying improvements.
D) Incorrect. This is one of the inputs as this is necessary for identifying improvements.

2 / 20
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?

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

A) Incorrect. Outsourcing change management is irrelevant.
B) Incorrect. Taking part in the planning of new services is insufficient action to ensure that commitment from top management is visible.
C) Correct. Top management should demonstrate leadership and commitment with respect to the SMS by, among others, promoting continual improvement of the SMS and the services. (Literature A: Ch. 5.1)
D) Incorrect. This is not enough action to ensure that commitment from top management is visible.

3 / 20

What would be a good reason for organizations to adopt ISO/IEC 20000-1?

A) To certify their products
B) To certify their services
C) To confirm that all ITIL guidelines have been implemented
D) To review the service management system (SMS)

A) Incorrect. It is the SMS that gets certified, not the products.
B) Incorrect. It is the SMS that gets certified, not the services.
C) Incorrect. ITIL offers an extensive set of guidance while ISO/IEC 20000-1 provides requirements.
D) Correct. This is within the scope of the standard. (Literature A: Ch. 1.1)

4 / 20

What is an example of a requirement for the service management objectives?

A) They should be consistent with the service management policy.
B) They should be easy to realize.
C) They should be left unchanged, even if services change.
D) They should be shared with the customers.

A) Correct. The service management policy directs the service management objectives. (Literature A: Ch. 6.2.1)
B) Incorrect. The service management objectives should be relevant to the service management system (SMS), but not necessarily easy to realize.
C) Incorrect. The service management objectives should be reviewed regularly.
D) Incorrect. They may be shared with customers if the organization believes this is needed, but this is not a requirement.

5 / 20

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?

A) Capacity management
B) Configuration management
C) Service availability management
D) Service level management

A) Correct. Capacity management is responsible for providing sufficient capacity to meet the current agreed capacity and performance requirements. (Literature A: Ch. 8.4.3)
B) Incorrect. Configuration management is responsible for maintaining configuration items (CIs) and information on CIs.
C) Incorrect. Service availability management deals with design of all IT services for normal business operation and not for the capacity of laptops.
D) Incorrect. Service level management is responsible for ensuring that an agreed service is provided and that service targets are met. This process ensures that agreed services and service targets are documented in a way that is easily understood by the customer.

6 / 20

How do the information security requirements of ISO/IEC 20000-1 and ISO/IEC 27001 relate to each other?

A) The requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001.
B) The requirements of ISO/IEC 20000-1 are more elaborate than the requirements of ISO/IEC 27001.
C) The requirements of ISO/IEC 20000-1 are the same as the requirements of ISO/IEC 27001.

A) Correct. The information security requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001. (Literature B: Ch. 3)
B) Incorrect. Information security requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001.
C) Incorrect. Information security requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001.

7 / 20
What is the value of good service management?

A) It ensures that people comply with service level agreements (SLAs) using documented information.
B) It allows an organization to be certified, which always adds value for the business.
C) It offers prescriptive guidance that allows the organization to create efficient processes.
D) It provides a structure for service provisioning that can be adapted to the culture of the organization.

A) Incorrect. It is not the objective nor the value of service management to add documented information. Even though service management does help with alignment with SLAs, it is not the value it provides, as SLAs are just a part of service management.
B) Incorrect. The value of service management is not to achieve any kind of certification nor an adaptable structure of service provision. Even though certification can be good for the image of an organization, and an adoption of service management practices will enable obtaining a certification, it is not the objective of service management.
C) Incorrect. ISO/IEC 20000-1 does not prescribe guidance. In order to obtain value, the requirements of ISO/IEC 20000-1 need to be adapted instead of only adopting these requirements.
D) Correct. This is the value of good service management and the proper way to explain it. (Literature B: Ch. 2)

8 / 20
What does the ISO/IEC 20000-1 standard mention about continual improvement?

A) That improvement does not need to be measurable
B) That it is the same as taking corrective actions
C) That it should be aligned with service level agreements (SLAs)
D) That various methodologies can be used

A) Incorrect. It is important to measure improvement.
B) Incorrect. Continual improvement is broader than only taking corrective actions. It also includes taking preventive actions, enhancements and innovation.
C) Incorrect. Continual improvement needs to be aligned with the service management objectives instead of with SLAs.
D) Correct. The standard does not require a certain methodology for continual improvement. It mentions that various standards can be used such as Lean, Six Sigma, the PDCA cycle, etcetera. (Literature B: Ch. 3, clause 10)

When must changes go through the service design and transition process?

A) When they do not need additional approvals
B) When their first implementation has failed
C) When they have a major impact on services or customers
D) When top management decides this is necessary

A) Incorrect. These would be changes that can be handled using the service request management process.
B) Incorrect. Failed implementations do not mean changes need to go through the service design and transition process.
C) Correct. This is one of the reasons why changes need to go through the service design and transition process. (Literature A: Ch. 8.5.1.2)
D) Incorrect. Top management does not decide how changes need to be handled.

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

What must always be included in the service management plan?

A) The interfaces between the business processes
B) The procedure for dealing with emergency releases
C) The service continuity procedures
D) The technology to support the service management system (SMS)

A) Incorrect. The interfaces between the business processes should not be included in the service management plan.
B) Incorrect. Procedures are part of the processes and do not have to be included in the service management plan.
C) Incorrect. Procedures are part of processes and do not have to be included in the service management plan.
D) Correct. The technology appropriate to the processes should be mentioned in the service management plan. (Literature A: Ch. 6.3)

Why are processes 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 predictable, intended outputs from activities
D) To satisfy the needs of major suppliers

A) Incorrect. Processes should support the service management objectives.
B) Incorrect. Service issues are a part of day to day life; processes will help to prevent and minimize their impact.
C) Correct. A process uses inputs to deliver an intended result. (Literature A: Ch. 3.1.18)
D) Incorrect. Touch points with suppliers are needed to demonstrate end-to-end quality control.

12 / 20
What is part of planning a release?

A) Allocation of resources for implementation
B) Coordination with change management
C) Design of the service
D) User acceptance testing

A) Incorrect. Resources are part of planning of service design and transition.
B) Correct. Change management determines if a release can be deployed by approving a change request. (Literature A: Ch. 8.5.3)
C) Incorrect. Design of the service is part of service design and transition.
D) Incorrect. User acceptance testing is not part of planning, but of verification after deployment.

13 / 20
What should be done to handle risks and opportunities?

A) Avoid, reduce and transfer
B) Determine, document and plan actions
C) Plan, do, check and act using Deming's cycle
D) Record, classify, fulfil and close

A) Incorrect. These are treatment options, which are part of a plan to address risks and opportunities.
B) Correct. These steps are indicated as activities to be performed to handle risks. (Literature A: Ch. 6)
C) Incorrect. These are steps of the Deming cycle for continual improvement.
D) Incorrect. These are the actions to handle service requests.

What are elements that should be considered when determining the scope of the service management system (SMS)?

A) The employees, customers and suppliers of the organization
B) The issues of the organization and requirements of interested parties
C) The organization chart and the number of staff in the organization
D) The service management policy, objectives and procedures

A) Incorrect. These are interested parties, but do not determine the scope.
B) Correct. These elements are required as input to determine the scope statement. (Literature A: Ch. 4.3)
C) Incorrect. These are not part of the scope statement
D) Incorrect. The policy and objectives follow only after the scope has been determined.

The service catalog for a network company states that Local Area Network authorization requests will be completed within three weeks. A manager who is a client of the network company does not believe this is achievable and requests a report demonstrating achievement of the catalog statement.

Which process is responsible for providing this report?

A) Change management
B) Problem management
C) Service availability management
D) Service level management

A) Incorrect. Service level management is responsible for meeting customer's requirements and should issue this report.
B) Incorrect. Service level management is the process responsible of meeting the customer's requirements and should issue this report.
C) Incorrect. Meeting customer's requests is the responsibility of service level management.
D) Correct. Service level management is responsible for meeting the customer's requirements and for issuing related reports. Note that the service reporting process would most likely produce the report based on a request from service level management. (Literature A: Ch. 8.3.3)

What is **not** an example of an interested party of a service management system (SMS)?

A) The customer
B) The employees
C) The human resources department
D) The organization

A) Incorrect. This is an example of an interested party. Customers have an interest in the service management system (SMS) because they benefit from the services provided.
B) Incorrect. This is an example of an interested party. Employees have an interest in the SMS because they work within its processes.
C) Incorrect. This is an example of an interested party. HR is interested in the SMS from the perspective of employees' competence and motivation.
D) Correct. The organization itself is not an interested party. (Literature B: Ch. 3)

17 / 20
What is a reason for problem management to raise a change request?

A) To fix the root cause of an incident
B) To implement a release in the live environment
C) To log a known error
D) To resolve an incident

A) Correct. Problem management may have to raise a change request if the fix of the root cause has impact on the services. (Literature B: Ch. 3)
B) Incorrect. Implementing releases is part of release management.
C) Incorrect. A known error is simply logged in a known error database.
D) Incorrect. Incident resolution is done by incident management and usually does not require a change record.

18 / 20
Personnel should be competent on the basis of appropriate education and experience.

According to the ISO/IEC 20000-1 standard, what is a requirement relating to competence?

A) Appropriate documented information should be retained as evidence of competence.
B) At least two employees should be suitably trained for each role.
C) Personnel should have at least a relevant bachelor's degree.
D) Personnel should have a relevant security training about ISO/IEC 27000.

A) Correct. This is a requirement according to the standard. (Literature A: Ch.7.2)
B) Incorrect. This is relevant to availability of resources, however not a best practice for competency.
C) Incorrect. This is relevant to availability of resources, however it is not required.
D) Incorrect. This is a specific training for information security, but not a best practice for competency in general.

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

A) Configuration management
B) Incident management
C) Release and deployment management
D) Service availability management

A) Correct. This is the primary objective of configuration management. (Literature A: Ch. 8.2.6)
B) Incorrect. Incident management is not responsible for the recording of the components of the IT infrastructure.
C) Incorrect. Release and deployment management is not responsible for the recording of the components of the IT infrastructure.
D) Incorrect. Service availability management is not responsible for the recording of the components of the infrastructure and their relationships.

What is the **main** purpose of monitoring, measurement, analysis and evaluation of the service management system (SMS) and the services?

A) To be able to share the results with customers and other interested parties
B) To evaluate performance against the service management objectives
C) To generate continual improvement opportunities to improve the SMS and the services
D) To provide measurable and reliable input for the internal audit

A) Incorrect. The monitoring and measurement results are used for internal evaluation by the organization, not for customer-facing reporting.
B) Correct. Monitoring and measurement are used to measure the SMS performance against the service management objectives. (Literature A: Ch. 9.1)
C) Incorrect. This is a possible result of monitoring and measurement, but not the primary reason for doing it.
D) Incorrect. The internal audit may look at these measurement results, but they are not necessarily used as input.

Evaluation

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

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

Contact EXIN

www.exin.com