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**Shared by Fitzpatrick on 24-05-2024**

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## Question 1

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**Question Type:** MultipleChoice

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What does the concept of "quality" comprise?

### Options:

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- A- satisfying customer requirements
- B- gaining ISO/IEC 20000 certification
- C- execution of Service Level Agreements (SLAs) only
- D- maximizing utilization of personnel capacity

### Answer:

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A

## Question 2

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**Question Type:** MultipleChoice

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Which processes should the Plan, Do, Check, Act methodology be applied to?

**Options:**

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- A- all of the processes in scope of ISO/IEC 20000
- B- the Planning & Implementing Service Management process
- C- the Requirements for a Management System process
- D- those that support business critical services

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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Top management needs to ensure that its employees are aware of the relevance and importance of their activities. What else do all employees need to be aware of?

**Options:**

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- A- how they can provide policies and a framework for a Management System
- B- how they contribute to the achievement of the Service Management objectives
- C- how they contribute to the Total Cost of Ownership (TCO)
- D- how they contribute to the total salary reduction

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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Which of the following is within the scope of the requirements of ISO/IEC 20000?

**Options:**

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- A- Charging for IT Services

**B-** Information Security Management

**C-** Operations

**D-** Service Desk

**Answer:**

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B

## Question 5

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**Question Type:** MultipleChoice

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When scoping for ISO/IEC 20000, what is it that will be audited for certification?

**Options:**

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**A-** the ITIL processes in scope

**B-** the Management System in scope

**C-** the sections of the standard in scope

**D-** the services in scope

**Answer:**

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B

## Question 6

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**Question Type:** MultipleChoice

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Which of the following defines a lifecycle that is split into four quadrants (optimizing, changing, supporting and operating)?

**Options:**

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A- CobIT TM

B- ITIL

C- MOF

D- Six Sigma

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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Which one of the following standards is concerned primarily with security?

**Options:**

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A- ISO 9001

B- ISO/IEC 15504

C- ISO/IEC 20000

D- ISO/IEC 27001

**Answer:**

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D

## Question 8

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**Question Type:** MultipleChoice

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What does an IT service definition include?

**Options:**

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- A- the use of IT to support the customers business processes
- B- the use of IT to support the organizations internal business processes
- C- the use of IT to support the business processes of suppliers and partners
- D- the use of IT to improve employee satisfaction within the organization

**Answer:**

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A

## Question 9

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**Question Type: MultipleChoice**

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What can be improved by achieving quality objectives?



**Options:**

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A- effectiveness of the service

B- personal satisfaction of the Configuration Manager

C- relationship with interested suppliers

D- relationship with unauthorized parties

**Answer:**

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A

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