



Free Questions for ISO-IEC-20000-Foundation by certsinside

Shared by Stone on 20-09-2024

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Question 1

Question Type: MultipleChoice

What do demand management and capacity management do?

Options:

- A-** Demand management determines future capacity needs. Capacity management monitors current capacity
- B-** Demand management determines the capacity that customers need. Capacity management determines capacity the organization needs
- C-** Demand management reports on consumption of services. Capacity management reports on improvements needed in consumption of services
- D-** Demand management determines demand for services. Capacity management provides sufficient capacity to meet demand

Answer:

D

Question 2

Question Type: MultipleChoice

Who is required to review the service providers SMS and services within the service management system of ISO/IEC 20000-1?

Options:

- A- Top management
- B- A consultancy organization
- C- Any process owner
- D- The Registered Certification Body

Answer:

A

Question 3

Question Type: MultipleChoice

What is not an input to manage continual improvement?

Options:

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

Answer:

B

Question 4

Question Type: MultipleChoice

A release is tested before deployment. The release fails the test because it does not meet the acceptance criteri

a. According to the standard, what must happen?

Options:

- A- The release should be stopped and rejected so another team can fix it
- B- The change advisory board (CAB) should meet and decide whether to deploy or not
- C- The organization should decide on necessary actions and deployment
- D- The operations team should make the decision to safeguard the live environment

Answer:

C

Question 5

Question Type: MultipleChoice

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?

Options:

- A- By promoting continual improvement of the SMS

- B-** By showing leadership and taking actions
- C-** By taking disciplinary action against underperforming employees
- D-** By outsourcing change management

Answer:

B

Question 6

Question Type: MultipleChoice

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

Options:

- A-** The requirements of ISO/IEC 20000-1 are the same as the requirements of ISO/IEC 27001
- B-** The requirements of ISO/IEC 20000-1 are lighter than the requirements of ISO/IEC 27001
- C-** They don't relate
- D-** The requirements of ISO/IEC 20000-1 are more elaborate than the requirements of ISO/IEC 27001

Answer:

B

Question 7

Question Type: MultipleChoice

What do the principles Adapt and Adopt mean?

Options:

- A-** Adapt means changing the ISO/IEC 20000-1 standard to meet the organization's needs. Adopt means implementing the ISO/IEC 20000-1 standard in this changed way
- B-** Adapt means tailoring the ISO/IEC 20000-1 standard to the needs of the organization. Adopt means using any service management guidance
- C-** Adapt means taking ITIL guidance Adopt means using that guidance to conform to the requirements from the ISO/IEC 20000 standard
- D-** Adapt means using and tailoring any service management guidance. Adopt means using that to create the Service Management practices

Answer:

D

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