

Free Questions for ISO-IEC-20000-Foundation

Shared by Franco on 04-10-2024

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Question 1

Question Type: MultipleChoice

What is the value of good service management?

Options:

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

Answer:

A

Question 2

Question Type: MultipleChoice

Which audit, performed by the Registered Certification Body, is required to be carried out at least annually?

Options:

- A- Internal audit
- B- Recertification audit
- C- Surveillance audit
- D- Gap analysis audit

Answer:

C

Question 3

Question Type: MultipleChoice

When managing a major incident, what is one of the activities that needs to be performed?

Options:

- A- Keep top management informed
- B- Initiate problem management activities
- C- Escalate the incident
- D- Involve the customer

Answer:

A

Question 4

Question Type: MultipleChoice

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

Options:

- A- They should be shared with the customers

- B-** They should be left unchanged, even if services change
- C-** They should be consistent with the service management policy
- D-** They should be easy to realize

Answer:

C

Question 5

Question Type: MultipleChoice

A transport company with 1500 laptops, 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?

Options:

- A-** Configuration management
- B-** Service level management
- C-** Service availability management

D- Capacity management

Answer:

D

Question 6

Question Type: MultipleChoice

What is a responsibility of the organization regarding supplier management as defined in ISO/IEC 20000-1?

Options:

A- To ensure that a process exists for the procurement of suppliers

B- To ensure that supplier processes and procedures are defined

C- To ensure that subcontracted suppliers meet contractual requirements in all circumstances

D- To ensure that contracts with external suppliers are assessed for alignment against SLAs of customers

Answer:

D

Question 7

Question Type: MultipleChoice

How should service requests be handled according to ISO/IEC 20000-17?

Options:

- A- Record, prioritize, resolve, close
- B- Record, prioritize, fulfill, close
- C- Prioritize, escalate, resolve, close
- D- Record, classify, escalate, close

Answer:

B

Question 8

Question Type: MultipleChoice

What process, other than business relationship management, reviews service performance with the customer?

Options:

- A- Service Level management
- B- Budgeting and accounting for services
- C- Service Reporting
- D- Service availability management

Answer:

A

Question 9

Question Type: MultipleChoice

When an internal supplier is operating part of the service management processes, which process is required to manage this supplier?

Options:

A- Service availability management

B- Supplier management

C- Service level management

D- Resource management

Answer:

B

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