

**Exam Name - ISO / IEC 20000 Foundation (ITSM)**

**Exam Code - ITSM-Fnd**

### **Sample Exam**

(Question): What can be improved by achieving quality objectives?

- (A): Effectiveness of the service
- (B): Personal satisfaction of the Configuration Manager
- (C): Relationship with interested suppliers
- (D): Relationship with unauthorized parties

(Correct): A

(Question): While planning for service improvements, what is an important best practice to consider?

- (A): Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- (B): The progress of service improvement should be discussed at least weekly in the steering committee.
- (C): The progress should be monitored closely by an independent project manager to maintain objectivity.
- (D): The service improvement targets should not change until the target is reached, or else no consistency is maintained.

(Correct): A

(Question): Which process or function is responsible for supplying first-line support and assistance in daily use of IT services?

- (A): Availability Management
- (B): Incident Management
- (C): Service Desk
- (D): Service Level Management

(Correct): C

(Question): What is the definition of IT Service Management?

- (A): An organization supplying services to one or more customers
  - (B): Best practice guidance for operating services
  - (C): Requirements for delivering service based upon best practices
  - (D): Specialized organizational capabilities providing value to customers
- (Correct): D

(Question): Deming proposed a system of continuous improvement. Which four activities does this system involve?

- (A): Plan. Do. Check and Act
  - (B): Plan. Do. Evaluate and Act
  - (C): Plan. Perform. Audit and Improve
  - (D): Plan. Perform. Evaluate and Act
- (Correct): A

(Question): What is a Configuration Baseline?

- (A): A benchmark of the service provider's capability
  - (B): A configuration audit report
  - (C): A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
  - (D): The change requests allocated to a release
- (Correct): C