Exam Name – ISO 20000 – ITSM Certificate

Exam Code – ISO-ITSM-001

<u>Sample Exam</u>

(Question): Which type of management encompasses all activities managed by an organization to design, develop, deliver, control and operate services related to Information Technology for its customers?

(A): Project Management
(B): Service Management
(C): Change Management
(D): General Management

(Correct): B

(Question): Which of the following term is associated with management and delivery of Service Management according to Service Management System's Scope (SMS)?

(A): Organization
(B): Service
(C): Process
(D): Procedure

(Correct): A

(Question): Which of the following activity aims to provide examples and context to empower the organizations to interpret ISO/IEC 20000 in their infrastructure?

(A): Guiding
(B): Translation
(C): Integration
(D): Interpretation

(Correct): C

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

(A): An organization supping 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): Which type of management within the organization is responsible to monitor all its service assets to provide appropriate updates?

(A): Incident Management
(B): Project Management
(C): Asset Management
(D): Problem Management

(Correct): C

(Question): Quality Management Systems can assist organizations in enhancing what?

(A): Customer satisfaction
(B): ISO/EC 20000
(C): Relationship with third parties
(D): Supplier satisfaction

(Correct): A