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**IT Service Management Foundation based on
ISO/IEC 20000 (ITSM20F.EN)**

Exin ITSM20F

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QUESTION NO: 1

What does the term "Integrity" mean in the context of Information Security Management?

- A. Protecting the information against unauthorized use
- B. Monitoring the access to information
- C. The accuracy, completeness and correctness of the information
- D. Screening the support staff on their loyalty to the IT organization

ANSWER: D

QUESTION NO: 2

What defines Service Quality?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

ANSWER: C

QUESTION NO: 3

In many organizations, management tasks or parts of those tasks are performed by third parties. Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

ANSWER: C

QUESTION NO: 4

Which of the following is a best practice concerning information security risk assessment?

- A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.
- B. Information security risk assessments should be performed as a result of the review of every incident.
- C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.
- D. Information security risk assessments should be performed once a year.

ANSWER: C

QUESTION NO: 5

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative

ANSWER: B

QUESTION NO: 6

When improving the IT Service Management system, what needs to be considered to ensure on-going compliance with the service provider's corporate objectives / requirements?

- A. A competitor's process management system
- B. Any standards defined by the company itself
- C. The budget available to Human Resources
- D. The time to update the process documentation

ANSWER: B

QUESTION NO: 7

What is the contribution of Availability Management to the Service Level Management process?

- A. Availability Management provides information about the availability of the services being provided.

- B. Availability Management acts in consultation with users to determine the availability of IT services.
- C. Availability Management supplies data about the availability requirements of users.
- D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

ANSWER: A

QUESTION NO: 8

Input from other Service Management processes is required to keep the IT service continuity plan current

Which process has the most to contribute?

- A. Change management
- B. Availability management
- C. Financial management for IT services
- D. Problem management

ANSWER: A

QUESTION NO: 9

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted.

From which process will Service Level Management (SLM) require input?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

ANSWER: B

QUESTION NO: 10

What is meant by the Urgency of an Incident?

- A. the degree to which the solution of an incident tolerates delay
- B. the degree to which the incident gives rise to a deviation from the normal service level

- C. the time needed by IT Services to resolve the incident
- D. the relative importance of the incidents when handling them

ANSWER: A