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Version: DEMO

QUESTION 1
What is the objective of IT Service Management?

A. to provide critical services to business customers
B. to provide guaranteed service levels against business requirements
C. to provide management of services to meet business requirements
D. to provide services to the maximum level to the business

Answer: C
Explanation:
A. Incorrect. The customer services will be more than critical services.
B. Incorrect. The services are not guaranteed, the service is simply being provided.
C. Correct. The focus for IT Service Management needs to be on agreed business requirements.
D. Incorrect. The customers may not require "maximum" levels.

QUESTION 2
To which process shall Problem Management ensure that up-to-date information on Known Errors and corrected Problems is available?

A. all ISO/IEC 20000 processes
B. Availability Management
C. Configuration Management
D. Incident Management

Answer: D
Explanation:
A. Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process, not to all ISO/IEC processes.
B. Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.
C. Incorrect. According to the standard Problem Management shall make this information available to the Incident Management process.
D. Correct. Problem Management shall make this information available to the Incident Management process, to allow for Incident matching.

QUESTION 3
Which type of event or activity can trigger a service Change, which would need to be catered for in the Service Management plan?

A. Major Incident
B. Service improvement activities
C. System Lifecycle Management
D. Urgent Change

Answer: B
Explanation:
A. Incorrect. This is an event within a process, the process is designed to handle these events, and so it does not affect the Service Management plan.
B. Correct. Improving the service implies changes to the processes and service and consequently affects the Service Management plan.
C. Incorrect. System Lifecycle Management manages the lifecycle of IT systems; this does not affect the Service Management plan.

D. Incorrect. This is an event within a process. The process is designed to handle these events, and so this does not affect the Service Management plan.

QUESTION 4
Why is it important that reviews are conducted at regular intervals during the Check phase of the Plan-Do-Check-Act (PDCA) methodology?

A. to be able to allocate roles and responsibilities
B. to be able to define the objectives and requirements that are to be achieved by Service Management
C. to be able to establish the Service Management policy, objectives and plans
D. to determine whether the Service Management requirements are effectively implemented and maintained

Answer: D
Explanation:
A. Incorrect. This is a part of implementing the Service Management plan.
B. Incorrect. This is a part of the Service Management plan. During the Check phase it is important to review if the objectives are being achieved.
C. Incorrect. This is a part of Management responsibility.
D. Correct. This is a part of the standard with regard to the Check phase.

QUESTION 5
What is the certification audit primarily based on?

A. personnel records
B. process descriptions
C. reports by certified financial auditors
D. specifications

Answer: B
Explanation:
A. Incorrect. ISO/IEC 20000 is a process-based standard. Although various records and documents may be used as evidence in a certification audit, process-related documents (e.g. process descriptions) will form the basis of the evidence.
B. Correct. ISO/IEC 20000 is a process-based standard. The certification audit will be primarily based upon process-related documentation (such as process descriptions) which can be used to assess the range of processes covered in the standard.
C. Incorrect. ISO/IEC 20000 is a process-based standard, and therefore process-related documents (e.g. process descriptions) will form the basis of the evidence. Reports by certified financial auditors will provide relevant evidence to audit Budgeting and Accounting for IT Services, but will not provide information across all processes.
D. Incorrect. ISO/IEC 20000 is a process-based standard. Although various records and documents may be used as evidence in a certification audit, process-related documents (e.g. process descriptions) will form the basis of the evidence.

QUESTION 6
What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

A. through the Business Relationship Management process

B. through the Change Management process
C. through the Customer representative
D. through the Supplier Management process

Answer: B
Explanation:
A. Incorrect. The Business Relationship Management process is responsible for setting up service review meetings to discuss changes to the service scope, SLA, contract etc. Changes to the contract(s) resulting from these meetings will be subject to the Change Management process.
B. Correct. Any changes to the contract shall be subject to the Change Management process.
C. Incorrect. These representatives will be involved via other processes (e.g. Business Relationship Management process).
D. Incorrect. Supplier Management is responsible for having a process in place for a major review of the contract. Any changes to the contract shall be subject to the Change Management process.

QUESTION 7
Targets for resolution should be based on priority. When scheduling Incident or Problem resolution, which of the following should not be taken into account?

A. the available skills
B. the competing requirements for resources
C. the effort/cost to provide the method of resolution
D. the number of previously reported Incidents for the particular Configuration Item (CI)

Answer: D
Explanation:
A. Incorrect. This is a relevant aspect for scheduling Incident or Problem resolution.
B. Incorrect. This is a relevant aspect for scheduling Incident or Problem resolution.
C. Incorrect. This is a relevant aspect for scheduling Incident or Problem resolution.
D. Correct. This is not relevant when scheduling resolution. It is relevant when identifying Problems.

QUESTION 8
What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

A. to ensure that a process exists for the procurement of suppliers
B. to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business
C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances
D. to ensure that supplier processes and procedures are defined where outsourced

Answer: B
Explanation:
A. Incorrect. This is outside the scope of the standard.
B. Correct. A focus on end-to-end Service management is essential plus it is required by the standard.
C. Incorrect. This is the responsibility of the Lead Suppliers.
D. Incorrect. The Service Provider needs to retain management control, but does not define the supplier processes.

QUESTION 9
What details should be recorded as a baseline prior to implementing a plan for service improvement?

A. backlog of changes for the service
B. number of staff involved
C. service quality and levels
D. time taken to operate the process

Answer: C
Explanation:
A. Incorrect. This may be one of the measures if backlog of changes is to be reduced but there may be other details too.
B. Incorrect. This may be one of the measures if staff numbers are to be improved but there may be other details too.
C. Correct. The standard recommends the collection of service quality and levels as a baseline so that actual improvement can be measured.
D. Incorrect. This may be one of the measures if time taken is to be improved but there may be other details too.

QUESTION 10
What is SixSigma?

A. It is a quality instrument to measure defects in process outputs.
B. It is a six step maturity model to improve the capability of business processes.
C. It is a standard that is recently developed for improvement of IT processes.
D. It is a structured, statistically based approach to process improvement.

Answer: D
Explanation:
A. Incorrect. It is not only a quality instrument, it encompasses an improvement methodology.
B. Incorrect. It is not a maturity model.
C. Incorrect. It is developed in the 80's for general business processes.
D. Correct.

QUESTION 11
How should the Deming cycle be used?

A. as a model for continual improvement
B. as a model for customer orientation
C. as a model to be used during the design phase of the service
D. as a model to calculate the costs of service improvement

Answer: A
Explanation:
A. Correct. This is the focus of the cycle.
B. Incorrect. The focus of the cycle is on continual improvement and not specifically customer orientation.
C. Incorrect. The model can be used during the design phase, but the focus is on continual improvement during all phases.
D. Incorrect. Cost models as part of budgeting and accounting would do this.

QUESTION 12
What is the definition of Availability?

A. a record containing details of which Configuration Items (CIs) are affected and how they are affected by an authorized Change
B. a snapshot of the state of a service or individual Configuration Item (CI) at a point in time
C. any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service
D. the ability of a component or service to perform its required function at a stated instant or over a stated period of time

Answer: D
Explanation:
A. Incorrect. This is the definition of a Change record.
B. Incorrect. This is the definition of a Baseline.
C. Incorrect. This is the definition of an Incident.
D. Correct. This is the definition of Availability.

QUESTION 13
New or changed services need to be accepted before being implemented into the live environment. What shall be done after a new or changed service has been implemented?

A. A Post Implementation Review (PIR) is held comparing actual outcomes against those planned.
B. An approach needs to be defined for interfacing to projects that are creating or modifying services.
C. Nothing additional: the new or changed service goes into Business As Usual and will be managed as a normal service.
D. The manner in which the Change shall be reversed or remedied if unsuccessful needs to be defined.

Answer: A
Explanation:
A. Correct. This clause is part of the standard.
B. Incorrect. This is part of Plan Service Management (Plan), and not relevant after new or changed services have been implemented.
C. Incorrect. According to the standard a PIR is a necessity. Doing nothing additional is no option.
D. Incorrect. This clause is part of Change Management. And this should already be in place or defined before implementing.

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