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**Exam** : **ITSM20FB**

**Title** : IT Service Management  
Foundation Bridge based on  
ISO/IEC 20000

**Vendor** : EXIN

**Version** : DEMO

**NO.1** Which processes should the Plan, Do, Check, Act methodology be applied to?

- A. all of the processes within the scope
- B. the Planning & Implementing Service Management process
- C. the Requirements for a Management System process
- D. those that support business critical services

**Answer:** A

**NO.2** 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

**NO.3** What may define the scope of Service Management in the Service Management plan?

- A. the location of the services
- B. the number of staff
- C. the size of the infrastructure
- D. the specific processes undertaken

**Answer:** A

**NO.4** What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

**Answer:** A

**NO.5** Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

- A. Business Relationship Management
- B. Change Management
- C. Release Management
- D. Service Level Management

**Answer:** B

**NO.6** What is used for the assessment of maturity of organizations?

- A. CMMI
- B. CobITTM
- C. ITIL
- D. MOF

**Answer:** A

**NO.7** Which process has the goal to maintain and improve Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

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

**Answer:** D

**NO.8** What is known as a temporary solution that enables the user to continue working?

- A. Known Error
- B. Request For Change (RFC)
- C. Service Request
- D. Workaround

**Answer:** D