ITSM Foundation English

1. 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(s): D

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2. 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(s): B

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3. Different types of events are reported to the Service Desk. Which event is an incident?

A. Information about the rollout of a specific application

B. A notification that a new toner cartridge has just been installed in a printer

C. A report that the printer is not working

D. A request for the installation of a new bookkeeping package

Answer(s): C

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4. What has to be included in a well defined process?

A. Expected outcomes

B. Functions

C. Statistical support

D. Timelines

Answer(s): A

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5. What would increase the amount of detail in the Configuration Management Database (CMDB)?

A. Increasing the scope of the CMDB

B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB

C. Increasing the number of records in the CMDB

D. Increasing the use of the CMDB

Answer(s): B

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6. One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

A. Error Control

B. Identification of root causes

C. Proactive Problem Management

D. Problem Control

Answer(s): C

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7. Quality Management Systems can assist organizations in enhancing what?

A. Customer satisfaction

B. ISO/EC 20000

C. Relationship with third parties

D. Supplier satisfaction

Answer(s): A

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8. 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

Answer(s): C

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9. 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

Answer(s): A

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10. In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

A. Capacity Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Answer(s): A

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11. Which process includes the responsibility of recovering the service as quickly as possible?

A. Availability Management

B. IT Service Continuity Management

C. Incident management

D. Problem Management

Answer(s): C

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12. 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

Answer(s): D

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13. 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

Answer(s): C

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14. 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(s): D

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15. What is a Known Error?

A. A serious incident whose resolution is known

B. A Problem that is resolved

C. A Problem for which the cause and Workaround have been identified

D. A Problem that cannot be matched

Answer(s): C

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16. Which process or function has the responsibility of distributing information to users?

A. Change Management

B. Customer Relationship Management

C. Incident Management

D. Service Desk

Answer(s): D

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17. The success and failure of Releases shall be measured. What is included in these measurements?

A. The frequency and types of Releases

B. The Incidents related to a Release in the period following a Release

C. The Release dates

D. The Request for Change (RFC)

Answer(s): B

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18. A Change leads to a modification of an IT element.

Which of the following terms best describes the element being modified?

A. A developed application

B. A Configuration Item

C. A Service

D. A deployed infrastructure

Answer(s): B

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19. 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(s): C

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20. In the context of standards, what does the term "conformity" stand for?

A. Alignment of an audit nonconformity report to a re-audit report

B. Compliance with a requirement

C. Quality Management System certification by an approved body

D. Verification of supplier certification

Answer(s): B