



**Vendor:** EXIN

**Exam Code:** ITSM20F

**Exam Name:** IT Service Management Foundation based on  
ISO/IEC 20000

**Version:** DEMO

**QUESTION 1**

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: C**

**QUESTION 2**

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: D**

**QUESTION 3**

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: C**

**QUESTION 4**

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

**Answer: A**

**QUESTION 5**

What is mandatory to define in the incident management procedures?

- A. The escalation of incidents
- B. The implementation of emergency changes
- C. The recording of deficiencies in the configuration management database (CMDB)
- D. The recording of problems

**Answer: A**

**QUESTION 6**

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

**Answer: A**

**QUESTION 7**

What can be improved by achieving quality objectives?

- A. Effectiveness of the service
- B. Personal satisfaction of the Configuration Manager
- C. Relationship with interested suppliers
- D. Relationship with unauthorized parties

**Answer: A**

**QUESTION 8**

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

**Answer: A**

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