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**Exam** : **ITSM20F.EN**

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

**Vendor** : EXIN

**Version** : DEMO

**NO.1** The Service Desk of supplier X continuously receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is reinstalled.

Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs.

What is this advice an example of?

- A. Known Error
- B. Request for Change
- C. Workaround
- D. Problem

**Answer:** C

**NO.2** Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

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

**Answer:** B

**NO.3** Which process reports about software failures resulting from software changes?

- A. Incident and service request management
- B. Problem management
- C. Availability management
- D. Service reporting

**Answer:** A

**NO.4** What is the difference between a process owner and a process manager?

- A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process
- B. a process owner is a director and a process manager is a manager
- C. a process owner must have a Manager's Certificate and a process manager must have a Practitioner's certificate
- D. a process owner will work directly with business leadership and the process manager only works within IT

**Answer:** A

**NO.5** When implementing Service management, what is the recommended method to deliver the best possible service to meet a customer's business needs?

- A. The Service management processes should meet the requirements in ISO/IEC 20000.
- B. Each service management process needs to have its own dedicated process manager.
- C. All employees should have attended an IT service management Foundation course.
- D. Combine the best practices from ITIL, CobiT, TTM and Six Sigma to meet the customer's business needs.

**Answer: A**

**NO.6** When implementing a new version of an application both Change management and Release management are involved.

What is the responsibility of the Change management process here?

- A. Change management must check whether the new application functions properly.
- B. Change Management draws up the Request for change (RFC) in this phase.
- C. Change management plays a coordinating role in this phase.
- D. Change management has the implementation and installation task in this phase.

**Answer: C**

**NO.7** What is a valid reason for an IT service provider to adopt and implement the ISO/IEC 20000 standard?

- A. To adopt the best practices of IT service management
- B. To adopt IT governance
- C. To adopt an integrated process approach to manage services
- D. To adopt an international standard on Information security management

**Answer: C**

**NO.8** What is the objective of the service reporting process?

- A. to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of Incidents
- B. to document measures taken to manage information security effectively within all service activities
- C. to produce agreed, timely, reliable, accurate information to aid decision making and effective communication
- D. to provide progress reports on the planning and implementation of service management

**Answer: C**

**NO.9** What has to be included in a well defined process?

- A. Timelines
- B. Statistical support
- C. Functions
- D. Expected outcomes

**Answer: D**

**NO.10** What can be improved by achieving quality objectives?

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

**Answer: D**

**NO.11** One of the key activities in Supplier management is managing contracts with various suppliers.

Which activity would not be included according to ISO/IEC 20000-1?

- A.** ensuring the contract reflects current requirements
- B.** defining a point of contact who manages the relationship
- C.** monitoring supplier performance against agreed targets
- D.** defining criteria for subcontractors

**Answer:** D

**NO.12** A number of new PCs have been installed at a company's offices. For which activity was the Configuration management process responsible?

- A.** Making available the necessary user's manuals
- B.** Installing software
- C.** Establishing the correct links in the Local Area Network
- D.** Recording data regarding the PCs

**Answer:** D