



Up-to-date Questions and Answers from authentic resources to improve knowledge and pass the exam at very first attempt. ----- Guaranteed.



ISO20KF Dumps
ISO20KF Braindumps
ISO20KF Real Questions
ISO20KF Practice Test
ISO20KF Actual Questions



Exin

ISO20KF

IT Service Management Foundation Bridge based on ISO/IEC 20000:2018



<https://killexams.com/pass4sure/exam-detail/ISO20KF>

- A. Incorrect. The IT Framework provides a structure for service management but would not define the service itself.
- B. Incorrect. The OLA would define a support arrangement behind the prime customer service.
- C. Correct. The Service Catalog or the SLA would define the service for the customer.
- D. Incorrect. The Service Report would provide details of service performance not define the service.

QUESTION: 110

What is required to be included in Release Management procedures according to ISO/IEC 20000?

- A. the authorization and implementation of emergency Changes
- B. the investigation and prevention of Security Incidents
- C. the recording of all reported Incidents
- D. the updating and changing of configuration information and Change records

Answer: D

Explanation:

- A. Incorrect. This is part of the Change Management procedures.
- B. Incorrect. This is part of the Information Security Management procedures.
- C. Incorrect. This is part of the Incident Management procedures.
- D. Correct. According to the standard this is a requirement. Release management procedures shall include the updating and changing of configuration information and Change records.

QUESTION: 111

What should planning for new or changed services include?

- A. budgets and staff resources
- B. major non-conformities to all Underpinning Contracts (UCs)
- C. recent Problems and Known Errors in the desktop environment
- D. trends in Capacity growth of the current applications

Answer: A

Explanation:

- A. Correct. When planning new or changed services it should be considered how this affects the budget and workload.
- B. Incorrect. Major non-conformities to all Underpinning Contracts are not relevant to planning for new or changed services.
- C. Incorrect. Recent Problems and Known Errors in the desktop environment have normally no relation to planning for new or changed services.
- D. Incorrect. This indicates the Capacity growth for current applications, it does not need to provide any relevant information for new or changed services.

QUESTION: 112

What is required to be included in proposals for new or changed services according to ISO/IEC20000?

- A. an updated Operational Level Agreement
- B. cost, organizational, technical and commercial impact
- C. the policies, plans and procedures of each process or set of processes
- D. the Service Management plan

Answer: B

Explanation:

- A. Incorrect. This is not relevant.
- B. Correct. This is part of the standard.
- C. Incorrect. Documenting these documents is part of Do, revising is part of Act (in dePDCA methodology). This is no part of the proposals for new or changed services.
- D. Incorrect. This plan is much broader than only new or changed services.

QUESTION: 113

What purpose can the ISO/IEC 20000 standard serve?

- A. It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.
- B. It defines the requirements to be satisfied in a certification audit.
- C. It helps to decide on the requirements that need to be verified within the scope of a supply agreement.
- D. It provides a yardstick for the design of a Total Quality Management System.

Answer: B

Explanation:

- A. Incorrect. The standard requires that service performance is assessed by monitoring and reporting against service level targets. However, it does not define specific KPIs, as these will differ depending upon the situation (organization, services, agreed targets etc).
- B. Correct. The Specification (Part 1) of the standard defines the requirements to be satisfied in a certification audit.
- C. Incorrect. The requirements need to be driven by the business needs of the customer, not by the standard. The standard can help to ensure that suppliers are managed towards the provision of quality services.
- D. Incorrect. This is not the purpose of the ISO/IEC 20000 standard. The Specification (Part 1) of the standard defines the requirements to be satisfied in a certification audit.

QUESTION: 114

Why is it important for Service Providers to provide documents and records?

- A. It is part of the requirements (evidence) to become ISO/IEC 20000 compliant.
- B. to be able to uniquely identify and record all Configuration Items (CIs) in the Configuration Management Database (CMDB)
- C. to ensure effective planning, operation and control of Service Management
- D. to ensure employees are aware of the relevance and importance of their work activities

Answer: C

Explanation:

- A. Incorrect. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.
- B. Incorrect. This is part of Configuration Management.
- C. Correct. To manage Service Management, documents and records are needed. As a result, the Service Provider has evidence that it is in control. Producing documents should never be a goal solely to become ISO/IEC 20000 compliant.
- D. Incorrect. This is part of competence, awareness and training and is not relevant to documentation.

QUESTION: 115

Who should be recommended to support the Senior Responsible Owner in his/her responsibility for the delivery of the management system?

- A. a decision taking group

- B. the Change Advisory Board (CAB)
- C. the senior customer representative
- D. the service managers

Answer: A

Explanation:

- A. Correct. The standard states that the Senior Responsible Owner should be supported by a decision taking group with sufficient authority to define policy and to enforce decisions.
- B. Incorrect. The Change Advisory Board is an important group with a specific function which is not as wide as the management system.
- C. Incorrect. The senior customer representative may provide input to requirements for the management system but will not be responsible for its delivery.
- D. Incorrect. The service managers will implement the management system that is the responsibility of the Senior Responsible Owner.

QUESTION: 116

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

- A. a software system for the ticket system
- B. a software system to monitor the key performance indicators (KPIs)
- C. definition of corporate measures to achieve the required level of quality
- D. systematic processes for ticket recording and follow-up only

Answer: C



SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

Killexams.com is an online platform that offers a wide range of services related to certification exam preparation. The platform provides actual questions, exam dumps, and practice tests to help individuals prepare for various certification exams with confidence. Here are some key features and services offered by Killexams.com:

Actual Exam Questions: *Killexams.com provides actual exam questions that are experienced in test centers. These questions are updated regularly to ensure they are up-to-date and relevant to the latest exam syllabus. By studying these actual questions, candidates can familiarize themselves with the content and format of the real exam.*

Exam Dumps: *Killexams.com offers exam dumps in PDF format. These dumps contain a comprehensive collection of questions and answers that cover the exam topics. By using these dumps, candidates can enhance their knowledge and improve their chances of success in the certification exam.*

Practice Tests: *Killexams.com provides practice tests through their desktop VCE exam simulator and online test engine. These practice tests simulate the real exam environment and help candidates assess their readiness for the actual exam. The practice tests cover a wide range of questions and enable candidates to identify their strengths and weaknesses.*

Guaranteed Success: *Killexams.com offers a success guarantee with their exam dumps. They claim that by using their materials, candidates will pass their exams on the first attempt or they will refund the purchase price. This guarantee provides assurance and confidence to individuals preparing for certification exams.*

Updated Content: *Killexams.com regularly updates its question bank and exam dumps to ensure that they are current and reflect the latest changes in the exam syllabus. This helps candidates stay up-to-date with the exam content and increases their chances of success.*

Technical Support: *Killexams.com provides free 24x7 technical support to assist candidates with any queries or issues they may encounter while using their services. Their certified experts are available to provide guidance and help candidates throughout their exam preparation journey.*

For More exams visit <https://killexams.com/vendors-exam-list>
Kill your exam at First Attempt....Guaranteed!