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Q&A

Exam : **ITSM20FB**

Title : Exin IT Service Management Foundation Bridge

Version : DEMO

1.Which of the following is a best practice concerning information security Cha risk assessment?

A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.

B. Information security risk assessments should be performed as a result of the review of every incident.

C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.

D. Information security risk assessments should be performed once a year.

Answer: C

2.A company decides to apply the principle of continual improvement.

Which action would result from this decision?

A. Analyze and evaluate the existing situation to identify areas for improvement

B. Analyze customer satisfaction and identify resulting actions

C. Review the Service Management System at least annual

D. Start an internal service organization evaluation

Answer: A

3.Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users.

Which Process or Function can help to alleviate some of this workload?

A. Incident Management

B. Problem Management

C. Service Desk Service

D. Level Management

Answer: C

4.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: C

5.What data is recorded when an incident is reported to the Service Desk?

A. the name of the person reporting the Incident

B. the name of the person handling the Problem

C. the name of the person who approves the Request for Change (RFC)

D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Answer: A