

# IT 认证电子书



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**Exam : ITSM20F.EN**

**Title : IT Service Management  
Foundation based on  
ISO/IEC 20000  
(ITSM20F.EN)**

**Version : DEMO**

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: D**

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: B**

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: C**

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

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

**Answer: A**

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: B**