

ISO 20000 Information Technology Service Management Systems Foundation



Sample Questions

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1. ISO/IEC 20000-1 can be applicable to a service provider:
 - A. Even if its customers or suppliers have demonstrated conformity to ISO/IEC 20000 requirements
 - B. Only if its suppliers have demonstrated conformity to ISO/IEC 20000 requirements
 - C. Only if its suppliers haven't demonstrated conformity to ISO/IEC 20000 requirements
 - D. Only if its customers have demonstrated conformity to ISO/IEC 20000 requirements

2. In the Plan-Do-Check-Act (PDCA) methodology, which can be applied to all processes, what does the ACT phase cover?
 - A. Implement a process
 - B. Take an action to improve process performance
 - C. Establish objectives and processes to deliver results
 - D. All of the above

3. For a Service Provider, the first step for developing an information security policy is:
 - A. Classifying information assets
 - B. Setting an owner of its information asset
 - C. Overviewing past experiences
 - D. Aware staff

4. Which of the following should be avoided in an access control policy?
- A. Everything is generally permitted unless expressly forbidden
 - B. Everything is generally forbidden unless expressly permitted
 - C. Usage of standard user access profiles for common job roles in the organization
 - D. Process for removal of access rights
5. For services that are to be removed, the planning of a service provider shall include:
- A. The date for the removal, archiving, disposal or transfer of data, documentation and service components
 - B. Testing required for the new services that would replace the old
 - C. Service accepted criteria for the new services that would replace the old
 - D. All of the above
6. Service delivery processes include processes relating to:
- 1. Service Reporting
 - 2. Budgeting and Accounting
 - 3. Supplier Management
- A. 1 only
 - B. 2 only
 - C. 1, 2 and 3
 - D. 1 and 2

7. Business Relationship Management (BRM) involves:
 - A. Documenting and interfacing with relevant parties
 - B. Managing contracts and performance
 - C. Roles and relationships with suppliers
 - D. Communication with the suppliers

8. Incident and problem management:
 - A. Are the same process
 - B. Could be the same process
 - C. Are separate processes
 - D. It depends on the nature of the service provider, if they would be handled as the same or separate processes

9. Which of the following could be excluded from configuration management?
 - A. The relationships between configuration items and service components
 - B. The requests for change of configuration items
 - C. The financial management of configuration items
 - D. None of the above

10. The number of personnel and the experience and qualifications of personnel assigned to conduct an audit should be dependent on:
 - A. The scope of the audit
 - B. The time available to perform the audit
 - C. The purpose of the audit
 - D. All of the above

ANSWER KEY for SAMPLE Questions

1	A
2	B
3	A
4	A
5	D
6	D
7	A
8	C
9	C
10	D