



IT SERVICE MANAGEMENT 20000

ISO
IEC

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sample exam

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IT Service Management according to ISO/IEC 20000
Foundation Bridge
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Introduction

This is the sample exam Foundation Bridge in IT Service Management according to ISO/IEC 20000.

This sample exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth one point. If you obtain 13 points or more you will pass.

The time allowed for this exam is 30 minutes.

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Good luck!

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Sample exam

1 of 20

Which standard describes the fundamental aspects of Quality Management Systems?

- A. ISO 9000
- B. ISO/IEC 15504
- C. ISO/IEC 20000
- D. ISO/IEC 27001

2 of 20

The Plan-Do-Check-Act (PDCA) methodology can be applied to all ISO/IEC 20000 processes.

What does the Act phase of this methodology cover?

- A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements and the organization's policies
- B. implementation of the processes
- C. monitoring and measuring processes and services and reporting the results
- D. taking the necessary actions to continually improve process performance

3 of 20

What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

- A. through the Business Relationship Management process
- B. through the Change Management process
- C. through the Customer representative
- D. through the Supplier Management process

4 of 20

What is the certification audit primarily based on?

- A. personnel records
- B. process descriptions
- C. reports by certified financial auditors
- D. specifications

5 of 20

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

6 of 20

Which of the following is used as a set of guidance materials for IT governance?

- A. CobIT™
- B. ISO 9000
- C. ISO/IEC 20000
- D. MOF

7 of 20

An approach to developing and implementing a Quality Management System consists of several steps.

Which of the following is **not** a necessary step?

- A. agreeing to the quality policy and objectives with the Change Manager
- B. determining and providing the resources necessary to attain the quality objectives
- C. determining the needs and expectations of Customers and other interested parties
- D. establishing methods to measure the effectiveness and efficiency of each process

8 of 20

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.
- B. The organization becomes more process focused and thereby more efficient.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

9 of 20

What is the definition of Availability?

- A. a record containing details of which Configuration Items (CIs) are affected and how they are affected by an authorized Change
- B. a snapshot of the state of a service or individual Configuration Item (CI) at a point in time
- C. any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service
- D. the ability of a component or service to perform its required function at a stated instant or over a stated period of time

10 of 20

Which type of event or activity can trigger a service Change, which would need to be catered for in the Service Management plan?

- A. Major Incident
- B. Service improvement activities
- C. System Lifecycle Management
- D. Urgent Change

11 of 20

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

12 of 20

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.
- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that is recently developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

13 of 20

Why is a scope statement for ISO/IEC 20000 important?

- A. It defines what the management system has been certified against.
- B. It details all of the companies that have been certified.
- C. It details all of the services that have been certified.
- D. It identifies which processes have been excluded from the scope

14 of 20

What level of Capacity is targeted by Capacity Management?

- A. sufficient Capacity to meet agreed current and future demands
- B. sufficient Capacity to meet all current and future demands
- C. sufficient Capacity to meet all development and operational requirements
- D. sufficient Capacity to meet current demands only

15 of 20

What should the Deming Cycle be used for?

- A. as a model for continual improvement
- B. as a model for customer orientation
- C. as a model to be used during the design phase of the service
- D. as a model to calculate the costs of service improvement

16 of 20

What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

- A. to ensure that a process exists for the procurement of suppliers
- B. to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business
- C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances
- D. to ensure that supplier processes and procedures are defined where outsourced

17 of 20

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.

18 of 20

What is the objective of the Service Continuity and Availability Management processes?

- A. to ensure agreed effective communication towards Customers
- B. to ensure that agreed levels of service commitments to Customers can be met in all circumstances
- C. to ensure that agreed Service Continuity and Availability commitments to Customers can be met in all circumstances
- D. to ensure that agreed Service Continuity and Availability commitments to providers can be met in all circumstances

19 of 20

For which type of organizations is ISO/IEC 20000 appropriate for use?

- A. for organizations to confirm that all of the ITIL® guidelines have been implemented
- B. for organizations which need to demonstrate alignment to customer requirements
- C. for organizations wishing to certify their services
- D. for tool vendors to specify the Service Provider's processes

20 of 20

Top management has to provide evidence of its commitment to developing, implementing and improving its Service Management capability within the context of the organization's business and Customers' requirements.

What is the best way that management can make this visible?

- A. by outsourcing Change Management
- B. by taking disciplinary action against underperforming employees
- C. by taking part in the planning of new IT services
- D. through leadership and actions

Answer key

1 of 20

Which standard describes the fundamental aspects of Quality Management Systems?

- A. ISO 9000
- B. ISO/IEC 15504
- C. ISO/IEC 20000
- D. ISO/IEC 27001

A. Correct. ISO 9000 is part of a family of standards for Quality Management Systems.
B. Incorrect. ISO/IEC 15504 is the Process Assessment standard.
C. Incorrect. ISO/IEC 20000 is the IT Service Management standard focused on the IT Service Management System.
D. Incorrect. ISO/IEC 27001 is the Security Management standard focused on the Security Management System

2 of 20

The Plan-Do-Check-Act (PDCA) methodology can be applied to all ISO/IEC 20000 processes.

What does the Act phase of this methodology cover?

- A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements and the organization's policies
- B. implementation of the processes
- C. monitoring and measuring processes and services and reporting the results
- D. taking the necessary actions to continually improve process performance

A. Incorrect. This action is taken during the Plan phase of the methodology.
B. Incorrect. This action is taken during the Do phase of the methodology.
C. Incorrect. These are the actions taken during the Check phase.
D. Correct. This action is taken during the Act phase of the methodology.

3 of 20

What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

- A.** through the Business Relationship Management process
- B.** through the Change Management process
- C.** through the Customer representative
- D.** through the Supplier Management process

A. Incorrect. The Business Relationship Management process is responsible for setting up service review meetings to discuss changes to the service scope, SLA, contract etc. Changes to the contract(s) resulting from these meetings will be subject to the Change Management process.

B. Correct. Any changes to the contract shall be subject to the Change Management process.

C. Incorrect. These representatives will be involved via other processes (e.g. Business Relationship Management process).

D. Incorrect. Supplier Management is responsible for having a process in place for a major review of the contract. Any changes to the contract shall be subject to the Change Management process.

4 of 20

What is the certification audit primarily based on?

- A.** personnel records
- B.** process descriptions
- C.** reports by certified financial auditors
- D.** specifications

A. Incorrect. ISO/IEC 20000 is a process-based standard. Although various records and documents may be used as evidence in a certification audit, process-related documents (e.g. process descriptions) will form the basis of the evidence.

B. Correct. ISO/IEC 20000 is a process-based standard. The certification audit will be primarily based upon process-related documentation (such as process descriptions) which can be used to assess the range of processes covered in the standard.

C. Incorrect. ISO/IEC 20000 is a process-based standard, and therefore process-related documents (e.g. process descriptions) will form the basis of the evidence. Reports by certified financial auditors will provide relevant evidence to audit Budgeting and Accounting for IT Services, but will not provide information across all processes.

D. Incorrect. ISO/IEC 20000 is a process-based standard. Although various records and documents may be used as evidence in a certification audit, process-related documents (e.g. process descriptions) will form the basis of the evidence.

5 of 20

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

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.

6 of 20

Which of the following is used as a set of guidance materials for IT governance?

- A.** CobIT™
- B.** ISO 9000
- C.** ISO/IEC 20000
- D.** MOF

A. Correct. CobiT™ is ISACA's guidance for IT governance.

B. Incorrect. ISO 9000 is the generic Quality Management System standard.

C. Incorrect. ISO/IEC 20000 is the IT Service Management standard.

D. Incorrect. MOF is the service management framework from Microsoft.

7 of 20

An approach to developing and implementing a Quality Management System consists of several steps.

Which of the following is **not** a necessary step?

- A. agreeing to the quality policy and objectives with the Change Manager
- B. determining and providing the resources necessary to attain the quality objectives
- C. determining the needs and expectations of Customers and other interested parties
- D. establishing methods to measure the effectiveness and efficiency of each process

A. Correct. The quality policy and quality objectives need to be agreed with more people, not only with the Change Manager.

B. Incorrect. This is a step involved in developing and implementing a Quality Management System.

C. Incorrect. This is a step involved in developing and implementing a Quality Management System.

D. Incorrect. This is a step involved in developing and implementing a Quality Management System.

8 of 20

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.
- B. The organization becomes more process focused and thereby more efficient.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

A. Incorrect. The ISO/IEC 20000 standard is driven by the business needs of the customer, not the environmental needs of the employees of the organization.

B. Correct. ISO/IEC 20000 is a process-based standard. The service management processes covered in the standard deliver the best possible service to meet a customer's business needs within agreed resource levels.

C. Incorrect. The ISO/IEC 20000 standard focuses on meeting the business needs of the customer via a process-based approach. The social behavior of the organization is not considered.

D. Incorrect. Compliance to the ISO/IEC 20000 standard will ensure that suppliers are effectively managed, however delivering services according to ISO/IEC 20000 does not mean that there are less suppliers to deal with.

9 of 20

What is the definition of Availability?

- A.** a record containing details of which Configuration Items (CIs) are affected and how they are affected by an authorized Change
- B.** a snapshot of the state of a service or individual Configuration Item (CI) at a point in time
- C.** any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service
- D.** the ability of a component or service to perform its required function at a stated instant or over a stated period of time

- A. Incorrect. This is the definition of a Change record.
- B. Incorrect. This is the definition of a Baseline.
- C. Incorrect. This is the definition of an Incident.
- D. Correct. This is the definition of Availability.

10 of 20

Which type of event or activity can trigger a service Change, which would need to be catered for in the Service Management plan?

- A.** Major Incident
- B.** Service improvement activities
- C.** System Lifecycle Management
- D.** Urgent Change

- A. Incorrect. This is an event within a process, the process is designed to handle these events, and so it does not affect the Service Management plan.
- B. Correct. Improving the service implies changes to the processes and service and consequently affects the Service Management plan.
- C. Incorrect. System Lifecycle Management manages the lifecycle of IT systems; this does not affect the Service Management plan.
- D. Incorrect. This is an event within a process. The process is designed to handle these events, and so this does not affect the Service Management plan.

11 of 20

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

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.

12 of 20

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.
- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that is recently developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

A. Incorrect. It is not only a quality instrument, it encompasses an improvement methodology.
B. Incorrect. It is not a maturity model
C. Incorrect. It is developed in the 80's for general business processes.
D. Correct.

13 of 20

Why is a scope statement for ISO/IEC 20000 important?

- A. It defines what the management system has been certified against.
- B. It details all of the companies that have been certified.
- C. It details all of the services that have been certified.
- D. It identifies which processes have been excluded from the scope

A. Correct. The scope statement shows what the management system was tested against in order to award certification.
B. Incorrect. Only one company can be awarded a certificate (single legal entity).
C. Incorrect. It is the management system that is being certified not the services.
D. Incorrect. All processes within the scope of the standard must be audited.

14 of 20

What level of Capacity is targeted by Capacity Management?

- A.** sufficient Capacity to meet agreed current and future demands
- B.** sufficient Capacity to meet all current and future demands
- C.** sufficient Capacity to meet all development and operational requirements
- D.** sufficient Capacity to meet current demands only

A. Correct. The objective is to ensure the service provider has sufficient Capacity to meet the current and future agreed demands of the Customer's business needs.

B. Incorrect. There is no objective to meet all demands but to meet agreed demands.

C. Incorrect. There is no specific mention of development and operational requirements.

D. Incorrect. The objective is to provide sufficient Capacity to meet current demands but also agreed future demands.

15 of 20

What should the Deming Cycle be used for?

- A.** as a model for continual improvement
- B.** as a model for customer orientation
- C.** as a model to be used during the design phase of the service
- D.** as a model to calculate the costs of service improvement

A. Correct. This is the focus of the cycle.

B. Incorrect. The focus of the cycle is on continual improvement and not specifically customer orientation.

C. Incorrect. The model can be used during the design phase, but the focus is on continual improvement during all phases.

D. Incorrect. Cost models as part of budgeting and accounting would do this.

16 of 20

What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

- A.** to ensure that a process exists for the procurement of suppliers
- B.** to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business
- C.** to ensure that subcontracted suppliers meet contractual requirements in all circumstances
- D.** to ensure that supplier processes and procedures are defined where outsourced

A. Incorrect. This is outside the scope of the standard.

B. Correct. A focus on end-to-end Service management is essential plus it is required by the standard.

C. Incorrect. This is the responsibility of the Lead Suppliers.

D. Incorrect. The Service Provider needs to retain management control, but does not define the supplier processes.

17 of 20

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.

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.

18 of 20

What is the objective of the Service Continuity and Availability Management processes?

- A.** to ensure agreed effective communication towards Customers
- B.** to ensure that agreed levels of service commitments to Customers can be met in all circumstances
- C.** to ensure that agreed Service Continuity and Availability commitments to Customers can be met in all circumstances
- D.** to ensure that agreed Service Continuity and Availability commitments to providers can be met in all circumstances

A. Incorrect. Effective communication is not the objective of the process Service Continuity and Availability Management. It is more relevant to Service Reporting.

B. Incorrect. Managing levels of service is the objective of the Service Level Management process.

C. Correct. This is the objective of the Service Continuity and Availability Management processes.

D. Incorrect. Service Continuity and Availability Management is a process between a supplier and a Customer. Not between a supplier and a provider.

19 of 20

For which type of organizations is ISO/IEC 20000 appropriate for use?

- A.** for organizations to confirm that all of the ITIL® guidelines have been implemented
- B.** for organizations which need to demonstrate alignment to customer requirements
- C.** for organizations wishing to certify their services
- D.** for tool vendors to specify the Service Provider's processes

A. Incorrect. ITIL® is much deeper than ISO/IEC 20000 therefore it will not confirm that all of ITIL® has been implemented.

B. Correct. This is referenced within the scope of the standard.

C. Incorrect. It is the management system that gets certified not the services.

D. Incorrect. Service Providers specify their processes based upon ISO/IEC 20000 and ITIL®.

Top management has to provide evidence of its commitment to developing, implementing and improving its Service Management capability within the context of the organization's business and Customers' requirements.

What is the best way that management can make this visible?

- A.** by outsourcing Change Management
- B.** by taking disciplinary action against underperforming employees
- C.** by taking part in the planning of new IT services
- D.** through leadership and actions

A. Incorrect. Outsourcing Change Management is insufficient evidence to show top management commitment.

B. Incorrect. This is not sufficient action to ensure that commitment from top management is visible.

C. Incorrect. Taking part in the planning of new services is insufficient action to ensure that commitment from top management is visible.

D. Correct. Top management can make their commitment visible by showing strong leadership and taking firm actions.

Evaluation

The table below shows the correct answers to the questions in this sample examination.

number	answer	points
1	A	1
2	D	1
3	B	1
4	B	1
5	C	1
6	A	1
7	A	1
8	B	1
9	D	1
10	B	1
11	A	1
12	D	1
13	A	1
14	A	1
15	A	1
16	B	1
17	B	1
18	C	1
19	B	1
20	D	1