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QUESTION & ANSWER

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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