



sample exam

IS20PD.EN

ISO/IEC 20000
Professional: Delivery of IT Services according to ISO/IEC 20000
edition October 2008

content

2	introduction
3	sample exam
18	answer key
42	evaluation

EXIN International B.V.
Examination Institute for Information Science
Janssoenborch, Hoog Catharijne
Godebaldkwartier 365, 3511 DT Utrecht
P.O. Box 19147, 3501 DC Utrecht
The Netherlands
Telephone +31 30 234 48 25
Fax +31 30 231 59 86
E-mail info@exin.nl
Internet www.exin-exams.com



Introduction

This is the sample exam Professional: Delivery of IT Services according to ISO/IEC 20000.

This sample exam consists of 40 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 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for this exam is 90 minutes.

No rights may be derived from this information.

Good luck!

Copyright © 2008 EXIN

All rights reserved. No part of this publication may be published, reproduced, copied or stored in a data processing system or circulated in any form by print, photo print, microfilm or any other means without written permission by EXIN.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.

CobiT™ is a registered trademark of the Information Systems Audit and Control Association (ISACA)/IT Governance Institute (ITGI).

CMMI® is a registered trademark of Carnegie Mellon University.

Six Sigma® is a registered trademark and service mark of Motorola, Inc.

Sample exam

1 of 40

You are the IT service manager for a large service provider. You are planning the roles for the capacity management process and are committed to adhering to best practices. Because of the importance and complexity of the capacity management process as well as the size of the organization, you have decided to appoint three separate process owners; one for each of the three capacity management sub-processes.

Is this allowable and why?

- A. No. Process ownership is linked to responsibility and accountability.
- B. No. Sub-process interdependencies would be difficult to manage.
- C. Yes. The standard does not address multiple process owners.
- D. Yes. This is appropriate for a large service provider.

2 of 40

The information security policy needs to be communicated in the organization.

According to the standard, to whom should the policy be communicated?

- A. Customers and business staff only.
- B. Everyone in the organization.
- C. Relevant personnel and customers.
- D. Specifically identified personnel only.

3 of 40

A key manager of the IT department has retired. He was responsible for the problem management discipline and was part of the operational team supporting the IT service continuity plans.

Is there a need to review the service continuity plans as a result of this change?

- A. No, the plan must document roles not position holders.
- B. No, this is not significant enough to be addressed now.
- C. Yes, the organizational roles affect the plans.
- D. Yes, the plan must contain everybody's job descriptions.

4 of 40

An organization's infrastructure that supports many of its customers has been compromised by an outside hacker outside business hours at 03:00 in the morning. This has resulted in four security incidents. The security incidents are as follows:

1. Mail room employee user login and password have been compromised resulting in the hacker having access to the employee's local hard disk.
2. External customer facing the organization's home web page has been compromised, allowing the hacker to deface the web site.
3. Internal customer billing and reporting database has been accessed by the hacker. All customer banking and personal information is strongly encrypted and this information has not been compromised as of yet.
4. The organization's intellectual property (containing patents, proprietary methodologies, and trade secrets) database has been accessed by the hacker. All the intellectual property is strongly encrypted, and has not been compromised as of yet.

You only one have security analyst available since the other analyst is out of the country on vacation.

What is the order of priority?

- A. 1, 2, 3 and 4
- B. 2, 1, 4 and 3
- C. 3, 4, 2 and 1
- D. 4, 3, 2 and 1

5 of 40

The new service continuity manager has set up a remotely accessible crisis control team directory, so that all required personnel contact information can be accessed and found in case of a disaster. He has assigned resources to keep the crises control team directory up-to-date. Percentage accuracy of the information in the crisis control team directory is used as a key performance indicator for measuring and managing the activity.

What does the ISO/IEC 20000 standard state on the activity and the key performance indicator (KPI)?

- A. Correct information on staff should be available and kept up-to-date; this performance indicator is the correct and required indicator.
- B. It is not allowed to keep personal data in remotely accessible directories as this will conflict with the law on protecting personal information.
- C. The activity is correct and according to the standard, but the performance indicators are not defined or advised in the standard.
- D. This approach is very detailed and therefore outside the scope of the ISO/IEC 20000 standard.

6 of 40

The availability manager has provided the latest trend information.
The table below shows the availability percentage for each month for the services within scope:

	Target	Actual	Cost
July 2008	97	98	100,000
June 2008	97	98	105,000
May 2008	97	97.5	105,000
April 2008	97	92	95,000
March 2008	97	98	100,000
February 2008	97	94	110,000

What does this say about the cost efficiency of the availability management function?

- A.** The availability management process appears to be getting more efficient but the trend is not very clear – analysis of further months in the future is needed.
- B.** The availability management process is becoming more inefficient over time.
- C.** The availability management process is getting more efficient each month.
- D.** The availability management process is not efficient.

7 of 40

You are responsible for managing an existing complex financial service for your corporate customers. The service supports several divisions within the company. According to a customer satisfaction study, the stability and ease of use of the service needs to be improved. You have received several requests to improve the service.

What request should be considered as the highest priority to address the existing customer feedback?

- A.** A group of users request new functionality for the financial service.
- B.** A second group of users wants to remove functionality as it slows the system.
- C.** A vendor requests you to upgrade the screen layout to improve presentation.
- D.** The operations team wants you to upgrade a system component to make the service more manageable and reliable.

8 of 40

You are the capacity manager for a large service provider. You are in the process of initiating server upgrades to improve the performance of the e-mail service.

What is the first thing you should do prior to implementation?

- A. Develop a communication plan.
- B. Establish a baseline.
- C. Identify risks.
- D. Identify stakeholders.

9 of 40

You are the capacity manager for a global service provider. You want to become more customer focused. Previously you concentrated on managing individual infrastructure components. To formalize the new approach, you decide to update the capacity management policy.

What should be included in the new capacity management policy?

- A. Add a policy statement focusing purely on service levels.
- B. Add into the policy that you will manage capacity at a service level as well as a component level.
- C. Include new monitoring tools so that you can more accurately understand the IT infrastructure component usage.
- D. Include the capacity improvements identified by the business managers.

10 of 40

The information security policy has been in place for several years. It has been reviewed and refreshed every year to respond to changing business needs. The most recent update to the policy has seen a significant change reflecting new firewall related risks.

Which groups should receive information regarding the identified risks and the revised security policy?

- A. All employees within the company to ensure that there is a good understanding of all of the elements of the policy.
- B. All of the IT service management teams as it could affect the availability of services.
- C. Only those IT service management teams who implement and manage the controls related to the risks and policies.
- D. The business representatives so that they are aware of how IT service management is protecting them from detailed firewall intrusions.

11 of 40

The continuity management policies, processes and procedures are available on-line.

What additional records are required to demonstrate that continuity management is well organized and working?

- A.** A detailed capacity plan and all changes to this shall be documented.
- B.** All continuity tests shall be recorded and test failures shall be formulated into action plans.
- C.** Infrastructure drawings shall be produced and kept up-to-date as a part of the continuity management activities.
- D.** There are no particular requirements for records within continuity management.

12 of 40

You are the information security manager for a large service provider and in the process of defining the information security management policy.

How often should you conduct a security risk assessment?

- A.** After a security incident.
- B.** At agreed intervals.
- C.** At least annually.
- D.** Prior to a change.

13 of 40

As the information security manager, you want to ensure that the staff in your team is knowledgeable and capable of supporting the information security policy of the organization. Your organization is certified to ISO/IEC 20000 but not to ISO/IEC 27001.

What activity would support the recommendations of ISO/IEC 20000?

- A.** Check all work done by your staff until you are sure that they are capable of doing the work unaided.
- B.** Ensure that your staff is conversant with the standard for information security management.
- C.** Gain required certification to ISO/IEC 27001.
- D.** Train your team in ITIL®.

14 of 40

The new IT manager wants clear effectiveness measures for the delivery processes. She asked an external consultant to provide advice.

What is an important aspect to measuring effectiveness?

- A. Effectiveness needs to be measured based on the monetary business requirements.
- B. Effectiveness needs to be measured based upon documented activities and processes.
- C. Effectiveness needs to be measured over a suitable period of time.
- D. Effectiveness needs to be measured over an annual period.

15 of 40

At a company's social event the marketing manager complains about the availability of the customer relations management (CRM) application. As the availability manager you take this feedback seriously and want to further investigate this complaint.

What should you check first?

- A. You should check the change records, to see if any changes have been made to the CRM application and review the build and test results.
- B. You should check the current service level agreements (SLAs) and service reporting measures and minutes of recent meetings with the service level and business relationship managers.
- C. You should check the incident records, to see how many, if any, incidents about CRM availability have been reported.
- D. You should check the problem records on the CRM application, to find out if any availability issues are outstanding and what actions need to be completed.

16 of 40

What element of a service report needs to be analyzed periodically to improve service performance?

- A. Change schedule.
- B. Cost of incidents.
- C. Performance against operational level agreements (OLAs).
- D. Performance reporting following major events.

17 of 40

The IT department of a small company uses a standard process for service continuity management. They communicate this process well within the department and test it at least annually. The IT department feels confident about the effectiveness of the process.

To what extent does the process satisfy the ISO/IEC 20000 requirements?

- A.** Specific procedures for all activities within the process need to be in place.
- B.** The processes for availability and service continuity must be combined, otherwise the standard service continuity process is not acceptable.
- C.** The process needs to align with the requirements and that activities are performed correctly.
- D.** The process needs to be aligned to support and address the business risks. The process also needs to be reviewed at least annually.

18 of 40

A service provider has applied for an audit against ISO/IEC 20000 for their services in London, Paris and Seoul. The head office is in Seoul and there is a team which conducts the review there. As an internal auditor, your task is to review the smaller offices in London and Paris. You have two days for the review and the travel time between cities is about one hour.

How should you spend the time available?

- A.** Interview all local managers.
- B.** Interview and observe local operational staff members.
- C.** Interview local customers.
- D.** Study local process documentation and records.

19 of 40

The IT service continuity manager has been developing the IT service continuity plan for a small retail chain. She is quite happy with what she has produced and believes because of this that she is ready to demonstrate that her team is now ready for ISO/IEC 20000 certification.

What would your comment be as a certification body auditor regarding the service continuity team being “ready”?

- A.** The team has a strong IT service continuity plan in place; therefore there should not be an issue with them being ready.
- B.** The team has the required documents in place but is missing a number of records in order to be ready.
- C.** The team is only demonstrating part of what is required. There are many more documents and records required to demonstrate readiness.
- D.** The team needs to also include IT service continuity test plans in order to be ready for certification in their area.

20 of 40

Capacity is being monitored by various technical groups within the internal service provider organization of a clothing manufacturer. They are focusing on the components of the IT architecture. The information they monitor is very detailed and they have a full understanding of how the components operate at their individual level.

As an external ISO/IEC 20000 consultant, you have reviewed this situation and are concerned that the internal service provider has the wrong focus.

What should you recommend to the internal service provider?

- A.** They must also monitor service capacity to ensure that there is a business focused approach to capacity management.
- B.** They must consider how tools will help them to analyze the data that has been collected.
- C.** They must consolidate all the activity around monitoring in to one technical group.
- D.** They must ensure that the information collated is analyzed, the capacity is tuned and changes are implemented to improve the situation.

21 of 40

One team seems to have some difficulties in delivering stable service. Most of the time the team works quite well but sometimes they make mistakes which affect the service quality. As the new service manager you have several options open to you to improve this situation.

What is the most effective way to handle the situation?

- A.** Conduct a thorough review personally and find the reasons for the variation.
- B.** Give only positive feedback and thank the team for their good work.
- C.** Give positive feedback but point out the variability of the service and encourage a discussion about improvements.
- D.** Ignore the variation as the team is clearly trying to improve and let them take ownership of the issue.

22 of 40

Some incidents have been queried as possible information security incidents. The incident management team needs support in classifying these so that key performance indicators (KPIs) for information security incidents can be accurately measured.

Which incident will be classified as an information security incident?

- A.** Access to data was denied – cause was that this person was not authorized to access the data – action was to notify the user that he was not authorized for this access.
- B.** Corrupt file – cause was a virus – action was to delete the file.
- C.** Laptop locked up – cause unknown – no action, user to notify if happens again.
- D.** Password reset – cause was user forgotten password – action was to reset the password according to procedure.

23 of 40

You are the new availability manager for a large international garden center chain who are certified to ISO/IEC 20000. Following detailed analysis you find that there are many issues with the existing architecture. There are specifically weaknesses in the current specification of routers used across the world.

What is the primary consideration when prioritizing which sites will receive the router upgrade first?

- A.** Based on the greatest business benefit to the customer.
- B.** Based on the nearest site to the technical engineers.
- C.** Based on the time it would take to perform the upgrade.
- D.** Based on which customer is complaining the most.

24 of 40

After a service outage due to an unexpected excessive load on the web server, you as the availability manager want to identify improvements.

What is the logical next step to take?

- A.** No improvements need to be made; adopting the requirements is a task for the business relationship manager.
- B.** Recheck backups of data and software, to ensure that it is quickly available after a major service failure.
- C.** Send out a detailed report about the service outage to the business owner and suggest changing the service level agreement (SLA).
- D.** Try to identify potential issues by organizing a meeting with all stakeholders involved and take preventive actions.

25 of 40

You are the IT security manager for a large service provider. You are planning the activities required to perform the information security management process.

What should you include in your planning?

- A.** Evaluating and procuring contracts.
- B.** Identifying and classifying information assets.
- C.** Modeling and trending IT services.
- D.** Monitoring and measuring service performance.

26 of 40

As the capacity manager in a medium sized manufacturing company you are also responsible for continual improvement for your area.

You identify an improvement that will not only improve the capabilities of your team but also the availability management team.

You can manage the improvement with your usual set of resources and within your existing budget.

What should the next step be?

- A.** Continue with the service improvement within the capacity management team as you have enough resources.
- B.** Discuss the service improvement with the IT director as they must be involved in all process related decisions.
- C.** Raise the service improvement with the central service improvement team as it could affect more than the capacity management process.
- D.** Stop the service improvement as there is little value in implementing the change.

27 of 40

A manufacturing organization is ready to undergo the formal certification audit against ISO/IEC 20000. The current service management tool only records incidents. The incident information is duplicated and used to define availability management.

Why will the auditor record non-compliance?

- A.** Availability management must have its own, clearly defined toolset.
- B.** Management information about availability created from service desk activity will be skewed.
- C.** Problem management will need to review and manipulate those metrics to support availability management.
- D.** The metrics are only measuring non-availability and there should be metrics that measure availability as well.

28 of 40

You are a capacity manager for a large organization that has the ISO/IEC 20000 certificate. The organization is growing rapidly through acquisition of new companies which means mergers of IT services and changes to IT systems are frequent. You are planning the review cycle for the capacity plan and there is no specific requirement in Part 1 of the standard for the frequency of review.

What review strategy should be used for the capacity plan?

- A.** Ad hoc review whenever the capacity needs to be increased.
- B.** Annual review because most plans are reviewed annually and this will pick up all changes made during the year and forecast for the next year.
- C.** Review with each major change to systems or organization while there is rapid growth.
- D.** Tri-annual review prior to each certification audit.

29 of 40

To improve the effectiveness of the delivery teams, the IT manager decides that the service continuity and availability manager shall be involved in the contract drafting for the new outsourcing contract. The availability manager however claims that this is a task for the IT manager and the supplier manager.

What is the correct argumentation?

- A.** If special reporting is made for outsource requirements then there is no need to get involved.
- B.** It is important that more people are involved in supplier negotiations, so adding all senior staff is advisable.
- C.** The availability and continuity requirements must be taken into account, but it is more effective if one of the team members joins the outsource team, so the availability manager can concentrate on her primary tasks.
- D.** To consider the impact on the whole supply chain of services, it is important that the service continuity and availability manager are involved during alignment of their requirements.

30 of 40

You are the capacity manager for a large service provider. The IT director has asked you to provide a metric that she can present to the customer which demonstrates effectiveness of the capacity management process.

What should you provide to the IT director?

- A.** Cost of the production of the capacity plan.
- B.** Cost of unplanned purchases of performance-related hardware.
- C.** Number of service level agreement (SLA) breaches due to poor performance.
- D.** Timely incorporation of the business plan into the capacity plan.

31 of 40

You are performing an internal audit of the delivery of IT services processes. According to the capacity management plan, storage capacity should be increased several times during the year. According to change management records, most of the capacity increases have been implemented as emergency changes. In an interview with the capacity manager they state that increases are proceeding according to the plan.

What should be the correct action for you to take?

- A.** Ignore the small difference as everything is proceeding according to plan and changes have been documented.
- B.** Note the discrepancy on your audit report and suggest that change management planning should be improved.
- C.** Point out the discrepancy and discuss it with the capacity manager but leave it on your audit report.
- D.** Point out the discrepancy and discuss it with the capacity manager, he or she might have a reasonable explanation for it so that you could ignore it.

32 of 40

You receive a service report at the very start of October for the previous month. It states that there are performance issues with two business applications. They are both operating very slowly. As the capacity manager, you analyze the situation and confirm that there is no shared infrastructure between the applications.

Application A, an accounting application, operates well except at the end of the month.
Application B, a printing application, experiences daily problems when there is a peak load.

You have enough resources to deal with both issues during the course of October although you need to determine which one has priority.

What application issues should be addressed first and why?

- A.** Application A issues because it is a critical financial application.
- B.** Application A issues because it is a smaller piece of work.
- C.** Application B issues because it could be fine tuned quicker.
- D.** Application B issues because it is affecting users throughout the month.

33 of 40

A severed cable has caused a long interruption in services which is leading to a severe loss of business. Business management is shocked at hearing that there are no continuity plans for such an event. The IT manager sets up a special team to speed up recovery and to prevent such events in the future. You are a telecommunication expert and you are given the role of IT service continuity manager.

What should be the first activity you perform in this role?

- A.** Conduct a review to investigate the causes of the event.
- B.** Create an IT service continuity plan to speed up recovery.
- C.** Develop an IT service continuity strategy.
- D.** Order a direct radio link to your telecommunication provider to prevent such events from recurring.

34 of 40

When identifying the requirements for the delivery processes, some of the processes rely heavily on risk assessment.

In which processes is a risk assessment essential?

- A.** Availability management, service management and security management.
- B.** Capacity management, service continuity management and availability management.
- C.** Service continuity management and capacity management.
- D.** Service continuity management, availability management and information security management.

35 of 40

What tooling is appropriate for the availability management process to demonstrate compliance to the ISO/IEC 20000-1 standard?

- A.** No tooling is required for availability management.
- B.** Tooling for recording all of the availability incidents.
- C.** Tooling for scheduling of changes so that plans can be adapted after all major changes.
- D.** Tooling for the monitoring of availability, preferably end-to-end monitoring of services.

36 of 40

You are the IT service manager for a large service provider. Although required service levels have consistently been met, availability of the e-mail service has been gradually declining for the past year. The problem manager has requested historic service availability monitoring data from the past year to conduct a trend analysis. However, it has come to your attention that this data is only retained for 90 days.

Is this in compliance with the ISO/IEC 20000 standard and why?

- A. No, historical data was not maintained for a year.
- B. No, lack of process integration.
- C. Yes, availability data is measured and recorded.
- D. Yes, service levels are being met.

37 of 40

You are reviewing the metrics used by the capacity management team. You focus your efforts on the management system supporting the capacity management process.

What metrics demonstrate effectiveness of the capacity management process?

- A. The number of resources used to implement capacity related measures.
- B. The percentage of new services implemented without capacity related issues.
- C. The speed at which new service capacity is introduced to the live environment.
- D. The time it takes to produce an update to the capacity models.

38 of 40

An organization is currently having its availability management process audited. The auditor wants to see records of activities for measuring the availability of the critical application services.

Which are examples of records of activities to support evidence of measuring the availability of their critical application services?

1. Availability Design and Requirements
2. Availability % achieved for the services
3. SLA Monitoring (SLAM) Charts
4. Availability Plan

- A. 1, 2 and 3
- B. 1 and 4
- C. 2 and 3
- D. 2 and 4

39 of 40

As an auditor, you have studied the documents and made the following observations:

- There is one process that is not based on a recognized published best practice book.
- Some documents are not available on paper; they can be accessed only through the corporate intranet.
- There are no paper copies of change requests.
- There are no procedures for business relationship management.

What observation would lead to a non-conformance against Part 1 of the standard?

- A.** A process that was not based on a published best practice book.
- B.** Documents only being accessible through the intranet.
- C.** No paper copies of change requests.
- D.** No procedures for business relationship management.

40 of 40

A recent customer satisfaction survey has identified improvements to the delivery processes.

Which issue will lead to an improvement with the highest priority in order to ensure conformance to Part 1 of the standard in readiness for the internal audit next month?

- A.** The availability of the financial service needs to be increased from the current service levels.
- B.** The information security controls are slowing down some business transactions.
- C.** The limits on e-mail inbox capacity are causing some issues with customers.
- D.** The service continuity tests showed some functional issues which have not been recorded yet.

Answer key

1 of 40

You are the IT service manager for a large service provider. You are planning the roles for the capacity management process and are committed to adhering to best practices. Because of the importance and complexity of the capacity management process as well as the size of the organization, you have decided to appoint three separate process owners; one for each of the three capacity management sub-processes.

Is this allowable and why?

- A.** No. Process ownership is linked to responsibility and accountability.
- B.** No. Sub-process interdependencies would be difficult to manage.
- C.** Yes. The standard does not address multiple process owners.
- D.** Yes. This is appropriate for a large service provider.

- A. Correct. More than one person cannot be accountable for a process.
- B. Incorrect. Management of independencies is not the issue.
- C. Incorrect. The standard addresses this through accountability.
- D. Incorrect. This is not true.

2 of 40

The information security policy needs to be communicated in the organization.

According to the standard, to whom should the policy be communicated?

- A.** Customers and business staff only.
- B.** Everyone in the organization.
- C.** Relevant personnel and customers.
- D.** Specifically identified personnel only.

- A. Incorrect. The standard says relevant personnel and customers.
- B. Incorrect. It may not be appropriate to all staff in the organization.
- C. Correct. This is the requirement of the standard.
- D. Incorrect. The standard says relevant personnel and customers.

3 of 40

A key manager of the IT department has retired. He was responsible for the problem management discipline and was part of the operational team supporting the IT service continuity plans.

Is there a need to review the service continuity plans as a result of this change?

- A.** No, the plan must document roles not position holders.
- B.** No, this is not significant enough to be addressed now.
- C.** Yes, the organizational roles affect the plans.
- D.** Yes, the plan must contain everybody's job descriptions.

- A. Correct. The plan does not need to be updated.
- B. Incorrect. The plan should reflect roles for the process activities.
- C. Incorrect. Plan may refer to the organization and not its organizational roles.
- D. Incorrect. The roles involved in the IT service continuity arrangements need to be referenced but not "everybody's" (not all staff).

4 of 40

An organization's infrastructure that supports many of its customers has been compromised by an outside hacker outside business hours at 03:00 in the morning. This has resulted in four security incidents. The security incidents are as follows:

5. Mail room employee user login and password have been compromised resulting in the hacker having access to the employee's local hard disk.
6. External customer facing the organization's home web page has been compromised, allowing the hacker to deface the web site.
7. Internal customer billing and reporting database has been accessed by the hacker. All customer banking and personal information is strongly encrypted and this information has not been compromised as of yet.
8. The organization's intellectual property (containing patents, proprietary methodologies, and trade secrets) database has been accessed by the hacker. All the intellectual property is strongly encrypted, and has not been compromised as of yet.

You only one have security analyst available since the other analyst is out of the country on vacation.

What is the order of priority?

- A.** 1, 2, 3 and 4
- B.** 2, 1, 4 and 3
- C.** 3, 4, 2 and 1
- D.** 4, 3, 2 and 1

A. Incorrect. Access to a hard disk is an issue but the first concern is the customer.

B. Incorrect. See answer C.

C. Correct. Number 3; customer personal and financial information must be taken offline immediately and protected prior to the hacker attempting to break encryption on this sensitive information. Number 4; intellectual property is the next item needing immediate attention followed by number 2; external web site and then number 1; employee's user login and password.

D. Incorrect. Numbers 3 and 4 are both very important, but when it comes to criticality you must always first protect your customer's information with highest priority, since if they become compromised you will no longer be in business as you, most likely, will lose your customer's business for life. Also keep in mind numbers 3 and 4 have not been fully compromised as of yet due to the strong encryption that is in place.

5 of 40

The new service continuity manager has set up a remotely accessible crisis control team directory, so that all required personnel contact information can be accessed and found in case of a disaster. He has assigned resources to keep the crises control team directory up-to-date. Percentage accuracy of the information in the crisis control team directory is used as a key performance indicator for measuring and managing the activity.

What does the ISO/IEC 20000 standard state on the activity and the key performance indicator (KPI)?

- A.** Correct information on staff should be available and kept up-to-date; this performance indicator is the correct and required indicator.
- B.** It is not allowed to keep personal data in remotely accessible directories as this will conflict with the law on protecting personal information.
- C.** The activity is correct and according to the standard, but the performance indicators are not defined or advised in the standard.
- D.** This approach is very detailed and therefore outside the scope of the ISO/IEC 20000 standard.

- A. Incorrect. There are no requirements on the KPIs.
- B. Incorrect. It is allowed to keep personal data, but it shall be well secured.
- C. Correct. Exact KPIs are not required in the standard; these depend on the specific situation, although this is a very logical indicator.
- D. Incorrect. It actually is a recommendation of the standard in ISO/IEC 20000-2.

6 of 40

The availability manager has provided the latest trend information.

The table below shows the availability percentage for each month for the services within scope:

	Target	Actual	Cost
July 2008	97	98	100,000
June 2008	97	98	105,000
May 2008	97	97.5	105,000
April 2008	97	92	95,000
March 2008	97	98	100,000
February 2008	97	94	110,000

What does this say about the cost efficiency of the availability management function?

- A.** The availability management process appears to be getting more efficient but the trend is not very clear – analysis of further months in the future is needed.
- B.** The availability management process is becoming more inefficient over time.
- C.** The availability management process is getting more efficient each month.
- D.** The availability management process is not efficient.

A. Correct. There is a general downward trend but it is not very clear so further data is required to truly say that there is a trend of cost efficiency.

B. Incorrect. May and June appeared to be more inefficient but July had a lower cost so more data is needed to track the trend further.

C. Incorrect. It is difficult to say that each month is becoming more efficient as May and June had increased costs.

D. Incorrect. There is no data provided to indicate what is efficient and what is not.

7 of 40

You are responsible for managing an existing complex financial service for your corporate customers. The service supports several divisions within the company. According to a customer satisfaction study, the stability and ease of use of the service needs to be improved. You have received several requests to improve the service.

What request should be considered as the highest priority to address the existing customer feedback?

- A.** A group of users request new functionality for the financial service.
- B.** A second group of users wants to remove functionality as it slows the system.
- C.** A vendor requests you to upgrade the screen layout to improve presentation.
- D.** The operations team wants you to upgrade a system component to make the service more manageable and reliable.

- A. Incorrect. Their request conflicts with the results of the customer satisfaction study.
- B. Incorrect. Their request conflicts with the results of the customer satisfaction study.
- C. Incorrect. The customer feedback should be the primary consideration.
- D. Correct. This will improve system stability.

8 of 40

You are the capacity manager for a large service provider. You are in the process of initiating server upgrades to improve the performance of the e-mail service.

What is the first thing you should do prior to implementation?

- A.** Develop a communication plan.
- B.** Establish a baseline.
- C.** Identify risks.
- D.** Identify stakeholders.

- A. Incorrect. A communication plan should have already been developed.
- B. Correct. A baseline will show if the improvement was successful.
- C. Incorrect. Risks should have been identified and reviewed prior to approval. However, risk management will occur throughout the project.
- D. Incorrect. Stakeholders were identified in the project plan.

9 of 40

You are the capacity manager for a global service provider. You want to become more customer focused. Previously you concentrated on managing individual infrastructure components. To formalize the new approach, you decide to update the capacity management policy.

What should be included in the new capacity management policy?

- A.** Add a policy statement focusing purely on service levels.
- B.** Add into the policy that you will manage capacity at a service level as well as a component level.
- C.** Include new monitoring tools so that you can more accurately understand the IT infrastructure component usage.
- D.** Include the capacity improvements identified by the business managers.

- A. Incorrect. It is too narrow of a scope; components as well as business requirements are needed. Also, improvements should not be included in a policy.
- B. Correct. Concentrating on the performance of the “service” will provide a more customer focused approach but it is important to retain the component elements as these together make up the service.
- C. Incorrect. This would still focus your attention on the infrastructure components.
- D. Incorrect. It is too narrow of a scope; components as well as service levels are needed.

10 of 40

The information security policy has been in place for several years. It has been reviewed and refreshed every year to respond to changing business needs. The most recent update to the policy has seen a significant change reflecting new firewall related risks.

Which groups should receive information regarding the identified risks and the revised security policy?

- A.** All employees within the company to ensure that there is a good understanding of all of the elements of the policy.
- B.** All of the IT service management teams as it could affect the availability of services.
- C.** Only those IT service management teams who implement and manage the controls related to the risks and policies.
- D.** The business representatives so that they are aware of how IT service management is protecting them from detailed firewall intrusions.

- A. Incorrect. By publicizing risks to everyone this would result in publicizing potential weaknesses in the IT architecture, therefore the information should not be communicated this widely.
- B. Incorrect. By publicizing risks to everyone this would result in publicizing potential weaknesses in the IT architecture, therefore the information should not be communicated this widely.
- C. Correct. The teams applying controls and managing the situation would need to understand the impact.
- D. Incorrect. Although the business will be pleased that IT service management is managing security related threats, they will not wish to know about this level of detail.

11 of 40

The continuity management policies, processes and procedures are available on-line.

What additional records are required to demonstrate that continuity management is well organized and working?

- A.** A detailed capacity plan and all changes to this shall be documented.
- B.** All continuity tests shall be recorded and test failures shall be formulated into action plans.
- C.** Infrastructure drawings shall be produced and kept up-to-date as a part of the continuity management activities.
- D.** There are no particular requirements for records within continuity management.

- A. Incorrect. A capacity plan is a requirement of the capacity management process.
- B. Correct. An auditor wants to find evidence that tests are performed and that actions are taken.
- C. Incorrect. Infrastructure drawings are part of configuration management.
- D. Incorrect. There are specific requirements regarding documents and records for this process.

12 of 40

You are the information security manager for a large service provider and in the process of defining the information security management policy.

How often should you conduct a security risk assessment?

- A.** After a security incident.
- B.** At agreed intervals.
- C.** At least annually.
- D.** Prior to a change.

- A. Incorrect. There is no such requirement.
- B. Correct. A security risk assessment should be performed at agreed intervals.
- C. Incorrect. There is no such requirement.
- D. Incorrect. There is no such requirement.

13 of 40

As the information security manager, you want to ensure that the staff in your team is knowledgeable and capable of supporting the information security policy of the organization. Your organization is certified to ISO/IEC 20000 but not to ISO/IEC 27001.

What activity would support the recommendations of ISO/IEC 20000?

- A.** Check all work done by your staff until you are sure that they are capable of doing the work unaided.
- B.** Ensure that your staff is conversant with the standard for information security management.
- C.** Gain required certification to ISO/IEC 27001.
- D.** Train your team in ITIL®.

- A. Incorrect. This may be useful but the recommendation in Part 2 is that all security staff is conversant with the standard for information security management.
- B. Correct. This is a recommendation in Part 2.
- C. Incorrect. This is not required.
- D. Incorrect. ITIL® may be useful for your team but the recommendation in Part 2 is that all security staff are conversant with the standard for information security management.

14 of 40

The new IT manager wants clear effectiveness measures for the delivery processes. She asked an external consultant to provide advice.

What is an important aspect to measuring effectiveness?

- A.** Effectiveness needs to be measured based on the monetary business requirements.
- B.** Effectiveness needs to be measured based upon documented activities and processes.
- C.** Effectiveness needs to be measured over a suitable period of time.
- D.** Effectiveness needs to be measured over an annual period.

- A. Incorrect. Effectiveness needs to be measured against the agreed and pre-defined results (service level agreement performance), not against monetary requirements.
- B. Incorrect. Effectiveness of the delivery processes is not based upon documentation. The actual performance must be measured.
- C. Correct. Effectiveness should be judged over a specified period of time.
- D. Incorrect. It needs to be suitably based upon risk analyses and it is not necessary to measure over a period of one year.

15 of 40

At a company's social event the marketing manager complains about the availability of the customer relations management (CRM) application. As the availability manager you take this feedback seriously and want to further investigate this complaint.

What should you check first?

- A.** You should check the change records, to see if any changes have been made to the CRM application and review the build and test results.
- B.** You should check the current service level agreements (SLAs) and service reporting measures and minutes of recent meetings with the service level and business relationship managers.
- C.** You should check the incident records, to see how many, if any, incidents about CRM availability have been reported.
- D.** You should check the problem records on the CRM application, to find out if any availability issues are outstanding and what actions need to be completed.

A. Incorrect. To check the CRM related changes is not of much use, if you do not know what the real issue is.

B. Correct. First you will look for data and figures to support the manager's statement. Then you will check to see if this has been discussed or if it is a new issue.

C. Incorrect. To check the availability incidents are a standard routine, so will not bring much news.

D. Incorrect. Checking problem records is not a logical first step. First the complaint must be fully understood.

16 of 40

What element of a service report needs to be analyzed periodically to improve service performance?

- A.** Change schedule.
- B.** Cost of incidents.
- C.** Performance against operational level agreements (OLAs).
- D.** Performance reporting following major events.

A. Incorrect. See answer D.

B. Incorrect. See answer D.

C. Incorrect. See answer D.

D. Correct. This should be in a service report.

17 of 40

The IT department of a small company uses a standard process for service continuity management. They communicate this process well within the department and test it at least annually. The IT department feels confident about the effectiveness of the process.

To what extent does the process satisfy the ISO/IEC 20000 requirements?

- A.** Specific procedures for all activities within the process need to be in place.
- B.** The processes for availability and service continuity must be combined, otherwise the standard service continuity process is not acceptable.
- C.** The process needs to align with the requirements and that activities are performed correctly.
- D.** The process needs to be aligned to support and address the business risks. The process also needs to be reviewed at least annually.

- A. Incorrect. Having a required procedure depends upon the complexity and the risk that it will not be performed correctly.
- B. Incorrect. The requirements are combined in the standard, but they may be separate processes as long as they meet the requirements.
- C. Incorrect. It is required that the process be reviewed at least yearly.
- D. Correct. This is a requirement within ISO/IEC 20000-1.

18 of 40

A service provider has applied for an audit against ISO/IEC 20000 for their services in London, Paris and Seoul. The head office is in Seoul and there is a team which conducts the review there. As an internal auditor, your task is to review the smaller offices in London and Paris. You have two days for the review and the travel time between cities is about one hour.

How should you spend the time available?

- A.** Interview all local managers.
- B.** Interview and observe local operational staff members.
- C.** Interview local customers.
- D.** Study local process documentation and records.

- A. Incorrect. Not all are involved with delivery processes.
- B. Correct. Interviews with operational staff will give you information that can be only obtained by visiting the site.
- C. Incorrect. Customers would not normally be interviewed as part of the audit.
- D. Incorrect. The main audit team can study these.

19 of 40

The IT service continuity manager has been developing the IT service continuity plan for a small retail chain. She is quite happy with what she has produced and believes because of this that she is ready to demonstrate that her team is now ready for ISO/IEC 20000 certification.

What would your comment be as a certification body auditor regarding the service continuity team being “ready”?

- A.** The team has a strong IT service continuity plan in place; therefore there should not be an issue with them being ready.
- B.** The team has the required documents in place but is missing a number of records in order to be ready.
- C.** The team is only demonstrating part of what is required. There are many more documents and records required to demonstrate readiness.
- D.** The team needs to also include IT service continuity test plans in order to be ready for certification in their area.

A. Incorrect. The IT service continuity plan itself is not enough, it must have been tested, operated to a defined process, and maintained plus other activities.

B. Incorrect. There are other documents required such as the IT service continuity management process, test plans, etc.

C. Correct. There are a number of documents (e.g. process, role guides, test plans) and records (e.g. test results, communication records) that need to also be available.

D. Incorrect. This is simply a “document” type of evidence; more documents and records are required in order for them to be ready.

20 of 40

Capacity is being monitored by various technical groups within the internal service provider organization of a clothing manufacturer. They are focusing on the components of the IT architecture. The information they monitor is very detailed and they have a full understanding of how the components operate at their individual level.

As an external ISO/IEC 20000 consultant, you have reviewed this situation and are concerned that the internal service provider has the wrong focus.

What should you recommend to the internal service provider?

- A.** They must also monitor service capacity to ensure that there is a business focused approach to capacity management.
- B.** They must consider how tools will help them to analyze the data that has been collected.
- C.** They must consolidate all the activity around monitoring in to one technical group.
- D.** They must ensure that the information collated is analyzed, the capacity is tuned and changes are implemented to improve the situation.

A. Correct. By monitoring “service” capacity there is much more of an emphasis on considering the business profile while monitoring capacity.

B. Incorrect. Tools are not required by the standard; they should only be recommended if there is something that is hindering the service provider from being ready for certification and a tool could help.

C. Incorrect. There are no functional requirements in ISO/IEC 20000 to specify where activities are carried out.

D. Incorrect. The focus here is on the monitoring element, not the rest of the iterative lifecycle.

21 of 40

One team seems to have some difficulties in delivering stable service. Most of the time the team works quite well but sometimes they make mistakes which affect the service quality. As the new service manager you have several options open to you to improve this situation.

What is the most effective way to handle the situation?

- A.** Conduct a thorough review personally and find the reasons for the variation.
- B.** Give only positive feedback and thank the team for their good work.
- C.** Give positive feedback but point out the variability of the service and encourage a discussion about improvements.
- D.** Ignore the variation as the team is clearly trying to improve and let them take ownership of the issue.

A. Incorrect. You should not try to solve all problems yourself; this can be quite de-motivating.

B. Incorrect. This does not address the issue at all.

C. Correct. This recognizes contribution and addresses the issue.

D. Incorrect. Problems should not be ignored as they may grow worse.

22 of 40

Some incidents have been queried as possible information security incidents. The incident management team needs support in classifying these so that key performance indicators (KPIs) for information security incidents can be accurately measured.

Which incident will be classified as an information security incident?

- A.** Access to data was denied – cause was that this person was not authorized to access the data – action was to notify the user that he was not authorized for this access.
- B.** Corrupt file – cause was a virus – action was to delete the file.
- C.** Laptop locked up – cause unknown – no action, user to notify if happens again.
- D.** Password reset – cause was user forgotten password – action was to reset the password according to procedure.

- A. Incorrect. The information security policy correctly denied the access to a non-authorized user.
- B. Correct. A virus entering the IT system is a threat to information security and should have been stopped – this is a security incident.
- C. Incorrect. The cause is unknown so this cannot be classified as information security incident.
- D. Incorrect. The information security policy was correctly used to reset the password.

23 of 40

You are the new availability manager for a large international garden center chain who are certified to ISO/IEC 20000. Following detailed analysis you find that there are many issues with the existing architecture. There are specifically weaknesses in the current specification of routers used across the world.

What is the primary consideration when prioritizing which sites will receive the router upgrade first?

- A.** Based on the greatest business benefit to the customer.
- B.** Based on the nearest site to the technical engineers.
- C.** Based on the time it would take to perform the upgrade.
- D.** Based on which customer is complaining the most.

- A. Correct. The customer should be the foremost consideration.
- B. Incorrect. Proximity to site may be a consideration but the primary one is the business benefit.
- C. Incorrect. The business benefit is the prime consideration.
- D. Incorrect. Effort should be focused where it is needed first based on business priority, not on how loud the customer is.

24 of 40

After a service outage due to an unexpected excessive load on the web server, you as the availability manager want to identify improvements.

What is the logical next step to take?

- A.** No improvements need to be made; adopting the requirements is a task for the business relationship manager.
- B.** Recheck backups of data and software, to ensure that it is quickly available after a major service failure.
- C.** Send out a detailed report about the service outage to the business owner and suggest changing the service level agreement (SLA).
- D.** Try to identify potential issues by organizing a meeting with all stakeholders involved and take preventive actions.

- A. Incorrect. Pro-active availability management should be performed as part of the process.
- B. Incorrect. This has no relation with the cause of failure, so this is not the logical next step.
- C. Incorrect. You first need to understand what the root cause of the issue is, before making any change to an SLA.
- D. Correct. This is a best practice from Part 2 of the standard.

25 of 40

You are the IT security manager for a large service provider. You are planning the activities required to perform the information security management process.

What should you include in your planning?

- A.** Evaluating and procuring contracts.
- B.** Identifying and classifying information assets.
- C.** Modeling and trending IT services.
- D.** Monitoring and measuring service performance.

- A. Incorrect. This is an activity in supplier management.
- B. Correct. This is an information security management activity.
- C. Incorrect. This is an activity in capacity management.
- D. Incorrect. This is an activity in service level management.

26 of 40

As the capacity manager in a medium sized manufacturing company you are also responsible for continual improvement for your area.

You identify an improvement that will not only improve the capabilities of your team but also the availability management team.

You can manage the improvement with your usual set of resources and within your existing budget.

What should the next step be?

- A.** Continue with the service improvement within the capacity management team as you have enough resources.
- B.** Discuss the service improvement with the IT director as they must be involved in all process related decisions.
- C.** Raise the service improvement with the central service improvement team as it could affect more than the capacity management process.
- D.** Stop the service improvement as there is little value in implementing the change.

A. Incorrect. This change also affects the availability team so it needs to be assessed centrally.

B. Incorrect. The IT director would not be involved in all process related issues.

C. Correct. As there is wider impact, the continual service improvement action needs to be evaluated centrally.

D. Incorrect. There could be a lot of benefit, there is no indication of low benefit, and the issue is that it needs to be centrally assessed.

27 of 40

A manufacturing organization is ready to undergo the formal certification audit against ISO/IEC 20000. The current service management tool only records incidents. The incident information is duplicated and used to define availability management.

Why will the auditor record non-compliance?

- A.** Availability management must have its own, clearly defined toolset.
- B.** Management information about availability created from service desk activity will be skewed.
- C.** Problem management will need to review and manipulate those metrics to support availability management.
- D.** The metrics are only measuring non-availability and there should be metrics that measure availability as well.

A. Incorrect. This is not part of the standard.

B. Incorrect. Data generated from the service desk is useful to availability management but other metrics must be gathered to show availability, not just un-availability.

C. Incorrect. Problem management has a very clear and defined relationship to availability but will not act as an intermediary in the metric/report production.

D. Correct. Availability shall be measured as well.

You are a capacity manager for a large organization that has the ISO/IEC 20000 certificate. The organization is growing rapidly through acquisition of new companies which means mergers of IT services and changes to IT systems are frequent. You are planning the review cycle for the capacity plan and there is no specific requirement in Part 1 of the standard for the frequency of review.

What review strategy should be used for the capacity plan?

- A.** Ad hoc review whenever the capacity needs to be increased.
- B.** Annual review because most plans are reviewed annually and this will pick up all changes made during the year and forecast for the next year.
- C.** Review with each major change to systems or organization while there is rapid growth.
- D.** Tri-annual review prior to each certification audit.

A. Incorrect. This will lead to an ad hoc method of increasing capacity which may be inefficient, costly and untimely leading to some service failures.

B. Incorrect. An annual review is good in a time of stability but if changes are occurring much more frequently, then it is advisable to have more frequent reviews so that capacity is planned and sufficient for the changes.

C. Correct. With so many changes happening, the capacity plan needs to be reviewed with each major change.

D. Incorrect. The plan will become very out of date as capacity is bound to be added during a period of rapid growth. The plan is not just there for the auditor, but to be used as a management tool.

29 of 40

To improve the effectiveness of the delivery teams, the IT manager decides that the service continuity and availability manager shall be involved in the contract drafting for the new outsourcing contract. The availability manager however claims that this is a task for the IT manager and the supplier manager.

What is the correct argumentation?

- A.** If special reporting is made for outsource requirements then there is no need to get involved.
- B.** It is important that more people are involved in supplier negotiations, so adding all senior staff is advisable.
- C.** The availability and continuity requirements must be taken into account, but it is more effective if one of the team members joins the outsource team, so the availability manager can concentrate on her primary tasks.
- D.** To consider the impact on the whole supply chain of services, it is important that the service continuity and availability manager are involved during alignment of their requirements.

- A. Incorrect. Preparing special reporting will involve more time and still something can not be overseen.
- B. Incorrect. This is not a valid argument.
- C. Incorrect. The manager oversees the implications of the whole process best, so delegating it to a team member is not effective.
- D. Correct. Direct involvement from availability and continuity management is the most effective way to check if all requirements from the availability and continuity perspectives are met in the contract.

30 of 40

You are the capacity manager for a large service provider. The IT director has asked you to provide a metric that she can present to the customer which demonstrates effectiveness of the capacity management process.

What should you provide to the IT director?

- A.** Cost of the production of the capacity plan.
- B.** Cost of unplanned purchases of performance-related hardware.
- C.** Number of service level agreement (SLA) breaches due to poor performance.
- D.** Timely incorporation of the business plan into the capacity plan.

- A. Incorrect. This is an internal efficiency metric.
- B. Incorrect. This is an internal effectiveness metric.
- C. Correct. Capacity management has the job of anticipating potential service disruptions because of capacity issues – This is a measure of how effective this job is being done.
- D. Incorrect. This is an internal efficiency metric.

31 of 40

You are performing an internal audit of the delivery of IT services processes. According to the capacity management plan, storage capacity should be increased several times during the year. According to change management records, most of the capacity increases have been implemented as emergency changes. In an interview with the capacity manager they state that increases are proceeding according to the plan.

What should be the correct action for you to take?

- A.** Ignore the small difference as everything is proceeding according to plan and changes have been documented.
- B.** Note the discrepancy on your audit report and suggest that change management planning should be improved.
- C.** Point out the discrepancy and discuss it with the capacity manager but leave it on your audit report.
- D.** Point out the discrepancy and discuss it with the capacity manager, he or she might have a reasonable explanation for it so that you could ignore it.

- A. Incorrect. Planned changes should not be routinely executed as emergency changes.
- B. Incorrect. You should also discuss the situation with the change manager before coming to this conclusion.
- C. Correct. The capacity and change managers need to discuss the situation.
- D. Incorrect. It is possible that they will have an explanation but you still need to include it in your audit report.

32 of 40

You receive a service report at the very start of October for the previous month. It states that there are performance issues with two business applications. They are both operating very slowly. As the capacity manager, you analyze the situation and confirm that there is no shared infrastructure between the applications.

Application A, an accounting application, operates well except at the end of the month.
Application B, a printing application, experiences daily problems when there is a peak load.

You have enough resources to deal with both issues during the course of October although you need to determine which one has priority.

What application issues should be addressed first and why?

- A.** Application A issues because it is a critical financial application.
- B.** Application A issues because it is a smaller piece of work.
- C.** Application B issues because it could be fine tuned quicker.
- D.** Application B issues because it is affecting users throughout the month.

A. Incorrect. The application runs well until the end of the month so there is time to fix application B first which experiences issues daily.

B. Incorrect. The application runs well until the end of the month so there is time to fix application B first which experiences issues daily, there is no evidence to show that it will be quicker to fix application A.

C. Incorrect. There is no evidence to show that it will be quicker to fix application B.

D. Correct. Both applications can be fixed before the end of the month therefore the one which is experiencing issues regularly should be addressed first, application B.

33 of 40

A severed cable has caused a long interruption in services which is leading to a severe loss of business. Business management is shocked at hearing that there are no continuity plans for such an event. The IT manager sets up a special team to speed up recovery and to prevent such events in the future. You are a telecommunication expert and you are given the role of IT service continuity manager.

What should be the first activity you perform in this role?

- A.** Conduct a review to investigate the causes of the event.
- B.** Create an IT service continuity plan to speed up recovery.
- C.** Develop an IT service continuity strategy.
- D.** Order a direct radio link to your telecommunication provider to prevent such events from recurring.

- A. Incorrect. This is a problem management activity.
- B. Incorrect. You need to develop the strategy first.
- C. Correct. You need the strategy to start planning and implementing.
- D. Incorrect. This might be proposed by the problem manager and accepted by the change manager.

34 of 40

When identifying the requirements for the delivery processes, some of the processes rely heavily on risk assessment.

In which processes is a risk assessment essential?

- A.** Availability management, service management and security management.
- B.** Capacity management, service continuity management and availability management.
- C.** Service continuity management and capacity management.
- D.** Service continuity management, availability management and information security management.

- A. Incorrect. Service management is not a delivery process.
- B. Incorrect. Capacity management does not require this.
- C. Incorrect, For capacity management a risk assessment is not required according to the standard.
- D. Correct. These processes depend on risk assessment.

35 of 40

What tooling is appropriate for the availability management process to demonstrate compliance to the ISO/IEC 20000-1 standard?

- A.** No tooling is required for availability management.
- B.** Tooling for recording all of the availability incidents.
- C.** Tooling for scheduling of changes so that plans can be adapted after all major changes.
- D.** Tooling for the monitoring of availability, preferably end-to-end monitoring of services.

- A. Incorrect. Availability shall be measured and recorded. This is not possible without tooling.
- B. Incorrect. This service management tooling is part of the incident management process.
- C. Incorrect. This tooling is part of the change management process.
- D. Correct. It is virtually impossible to measure availability without tooling.

36 of 40

You are the IT service manager for a large service provider. Although required service levels have consistently been met, availability of the e-mail service has been gradually declining for the past year. The problem manager has requested historic service availability monitoring data from the past year to conduct a trend analysis. However, it has come to your attention that this data is only retained for 90 days.

Is this in compliance with the ISO/IEC 20000 standard and why?

- A.** No, historical data was not maintained for a year.
- B.** No, lack of process integration.
- C.** Yes, availability data is measured and recorded.
- D.** Yes, service levels are being met.

- A. Incorrect. This is not a requirement.
- B. Incorrect. There is nothing to suggest a lack of process integration.
- C. Correct. The standard requires that availability data be measured and recorded.
- D. Incorrect. This is not a requirement.

37 of 40

You are reviewing the metrics used by the capacity management team. You focus your efforts on the management system supporting the capacity management process.

What metrics demonstrate effectiveness of the capacity management process?

- A.** The number of resources used to implement capacity related measures.
- B.** The percentage of new services implemented without capacity related issues.
- C.** The speed at which new service capacity is introduced to the live environment.
- D.** The time it takes to produce an update to the capacity models.

- A. Incorrect. This is an efficiency metric.
- B. Correct. This is an effectiveness metric.
- C. Incorrect. This is an efficiency metric.
- D. Incorrect. This is an efficiency metric.

38 of 40

An organization is currently having its availability management process audited. The auditor wants to see records of activities for measuring the availability of the critical application services.

Which are examples of records of activities to support evidence of measuring the availability of their critical application services?

1. Availability Design and Requirements
2. Availability % achieved for the services
3. SLA Monitoring (SLAM) Charts
4. Availability Plan

- A.** 1, 2 and 3
- B.** 1 and 4
- C.** 2 and 3
- D.** 2 and 4

- A. Incorrect. Item 1 is comprised of documents of intention.
- B. Incorrect. These are documents of intention.
- C. Correct. These are examples of records of activities.
- D. Incorrect. Item 4 is a document of intention.

39 of 40

As an auditor, you have studied the documents and made the following observations:

- There is one process that is not based on a recognized published best practice book.
- Some documents are not available on paper; they can be accessed only through the corporate intranet.
- There are no paper copies of change requests.
- There are no procedures for business relationship management.

What observation would lead to a non-conformance against Part 1 of the standard?

- A.** A process that was not based on a published best practice book.
- B.** Documents only being accessible through the intranet.
- C.** No paper copies of change requests.
- D.** No procedures for business relationship management.

- A. Incorrect. It is perfectly acceptable for a service provider to define their own “best practice”.
- B. Incorrect. This is perfectly acceptable.
- C. Incorrect. The standard states the documents and records can be in any media or form.
- D. Correct. There must be a documented procedure for business relationship management as it is required by the standard.

40 of 40

A recent customer satisfaction survey has identified improvements to the delivery processes.

Which issue will lead to an improvement with the highest priority in order to ensure conformance to Part 1 of the standard in readiness for the internal audit next month?

- A.** The availability of the financial service needs to be increased from the current service levels.
- B.** The information security controls are slowing down some business transactions.
- C.** The limits on e-mail inbox capacity are causing some issues with customers.
- D.** The service continuity tests showed some functional issues which have not been recorded yet.

- A. Incorrect. This is a change of requirements which needs to be addressed through change management rather than prioritized through the improvement program.
- B. Incorrect. This needs to be investigated as it is leading to dissatisfaction but is not a high priority as it is not a specific requirement of the standard.
- C. Incorrect. This needs to be investigated as it is leading to dissatisfaction but is not a high priority as it is not a specific requirement of the standard.
- D. Correct. There is a requirement that the service continuity tests shall be recorded and failures be formulated into action plans.

Evaluation

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

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

number	answer	points
21	C	1
22	B	1
23	A	1
24	D	1
25	B	1
26	C	1
27	D	1
28	C	1
29	D	1
30	C	1
31	C	1
32	D	1
33	C	1
34	D	1
35	D	1
36	C	1
37	B	1
38	C	1
39	D	1
40	D	1