



[ISEB BH0-001](#)

Exam Name: *IT Service Management Foundation*

Q & A : 41 Q&As

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Title : IT Service Management Foundation

1. Which of these statements is correct?

1 Effective Change Management ensures that urgency and impact are used to make decisions on the scheduling of Changes

2 Change Management controls all aspects of the change process

A. Both of them

B. 1 only

C. 2 only

D. Neither of them

Answer: A

2. Following the release of a software upgrade to fix a Known Error, which process is responsible for ensuring that the CMDB is updated correctly?

- A. Change Management
- B. Problem Management
- C. Release Management
- D. Configuration Management

Answer: D

3. Service Management can best be described as:

- A. The advancement of the business through sound technology
- B. The advancement of the business through quality IT services
- C. The better use of technology through partnership with the business
- D. The better deployment of support resources to recover costs

Answer: B

4. For which of the following activities is the Service Desk NOT responsible?

- A. Escalation
- B. Categorisation and prioritisation
- C. Impact analysis
- D. Root cause identification

Answer: D

5. When building a Cost Model, the cost of providing licences for users to access programs from their PCs would be included in:

- A. Software costs
- B. Hardware costs
- C. People costs
- D. Documentation costs

Answer: A

6. Which process is responsible for identifying and recording the root cause of an Incident that leads to a reduction of service availability?

- A. Incident Management
- B. Availability Management
- C. Problem Management
- D. Service Level Management

Answer: C

7. In ITSCM, Risk Analysis has three elements used in the calculation to establish risk, which of the following is NOT one of them?

- A. Asset
- B. Threat
- C. Impact
- D. Vulnerability

Answer: C

8. Which of the following activities is NOT associated with proactive prevention of Problems?

- A. Problem Classification
- B. Problem Trend Analysis
- C. Targeting Support Action
- D. Providing information about potential problems to the organisation

Answer: A

9. The process to implement SLAs comprises the following activities in which sequence?

- A. Draft SLAs, review Underpinning Contracts and OLAs, negotiate, catalogue service levels, agree SLAs
- B. Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs
- C. Review Underpinning Contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
- D. Draft SLAs, catalogue services, review Underpinning Contracts and OLAs, establish SLRs, negotiate, agree SLRs

Answer: B

10. Which of these is a short-term benefit of introducing Service Level Management?

- A. Less calls to the Service Desk
- B. Cost of IT services is reduced
- C. Customer requirements are established

D. Significant improvements in service levels

Answer: C

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