EXIN ITSMF18 STUDY GUIDE PDF

Grab the EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 Certification PDF Questions & Answers

Details of the Exam-Syllabus-Questions

ITSMF18

EXIN IT Service Management Foundation based on ISO/IEC 20000:2018

40 Questions Exam – 65% Cut Score – Duration of 60 minutes

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Table of Contents:

Get an Overview of the ITSMF18 Certification:

Who should take the **ITSMF18 exam**? This is the first question that comes to a candidate's mind when preparing for the IT Service Management Foundation based on ISO/IEC 20000:2018 certification. The ITSMF18 certification is suitable for candidates who are keen to earn knowledge on the Business & Service Management and grab their EXIN IT Service Management Foundation based on ISO/IEC 20000:2018. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But ITSMF18 study guide PDF is here to solve the problem. ITSMF18 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the EXIN ITSMF18 Certification?

There are several reasons why one should grab the ITSMF18 certification.

- The IT Service Management Foundation based on ISO/IEC 20000:2018 certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the **EXIN IT Service Management Foundation based on ISO/IEC 20000:2018** is a powerful qualification for a prosperous career.

What Is the EXIN ITSMF18 IT Service Management Foundation based on ISO/IEC 20000:2018 Certification Exam Structure?

Exam Name	EXIN IT Service Management Foundation based on ISO/IEC 20000:2018
Exam Code	ITSMF18
Exam Price	$228 (USD)
Duration	60 mins
Number of Questions	40

Passing Score	65%
Schedule Exam	**Pearson VUE**
Sample Questions	**EXIN ITSMF18 Sample Questions**
Practice Exam	**EXIN ITSMF18 Certification Practice Exam**

Enhance Knowledge with ITSMF18 Sample Questions:

Question: 1

How can an organization determine the effectiveness of the service level management process?

a) By checking contracts with suppliers
b) By defining service levels
c) By monitoring service level targets
d) By reporting on all incidents

Answer: c

Question: 2

What is not an input to manage continual improvement?

a) Governance of processes operated by other parties
b) Optimized resource utilization or risk reduction
c) Problem records
d) Relevant directives from top management

Answer: a

Question: 3

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

a) Change management
b) Configuration management
c) Release and deployment management
d) Service desk

Answer: a

Question: 4

When managing a major incident, what is one of the activities that needs to be performed?

- a) Escalate the incident
- b) Initiate problem management activities
- c) Involve the customer
- d) Keep top management informed

Answer: d

Question: 5

To which other process is service design and transition most related?

- a) Asset management
- b) Change management
- c) Continual improvement
- d) Incident management

Answer: b

Question: 6

How should service requests be handled according to ISO/IEC 20000-1?

- a) Prioritize, escalate, resolve, close
- b) Record, classify, escalate, close
- c) Record, prioritize, fulfill, close
- d) Record, prioritize, resolve, close

Answer: c

Question: 7

A release is tested before deployment. The release fails the test because it does not meet the acceptance criteria. According to the standard, what must happen?

- a) The change advisory board (CAB) should meet and decide whether to deploy or not.
- b) The operations team should make the decision to safeguard the live environment.
- c) The organization should decide on necessary actions and deployment.
- d) The release should be stopped and rejected so another team can fix it.

Answer: c

Question: 8

A transport company with 1500 laptops has received many requests for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

a) Capacity management
b) Configuration management
c) Service availability management
d) Service level management

Answer: a

Question: 9

According to the ISO/IEC 20000-1 standard it is important that a process exists to deal with disputes with external suppliers. To which process does this activity belong?

a) Business relationship management
b) Contract management
c) Service level management
d) Supplier management

Answer: d

Question: 10

Top management has to provide evidence of its commitment to planning, establishing, implementing, operating and improving its service management system (SMS) 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 promoting continual improvement of the SMS
c) By showing leadership and taking actions
d) By taking disciplinary action against underperforming employees

Answer: c

What Study Guide Works Best in Acing the EXIN ITSMF18 IT Service Management Foundation based on ISO/IEC 20000:2018 Certification?

The ITSMF18 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the IT Service Management Foundation based on ISO/IEC 20000:2018 exam, getting in full touch of the **syllabus** is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the EXIN ITSMF18 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a **PDF format** or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the EXIN ITSMF18 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, ITSMF18 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven ITSMF18 Practice Test for Success!!!

Do you want to pass the ITSMF18 exam on your first attempt? Stop worrying; we, CertFun.com are here to provide you the best experience during your EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **ITSMF18 practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.