

EXIN ITSMF18

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

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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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Discover More about the EXIN ITSMF18 Certification

Are you interested in passing the EXIN ITSMF18 exam? First discover, who benefits from the ITSMF18 certification. The ITSMF18 is suitable for a candidate if he wants to learn about Business & Service Management. Passing the ITSMF18 exam earns you the EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 title.

While preparing for the ITSMF18 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The ITSMF18 PDF contains some of the most valuable preparation tips and the details and instant access to useful [ITSMF18 study materials just at one click.](#)

EXIN ITSMF18 IT Service Management Foundation based on ISO/IEC 20000:2018 Certification Details:

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

EXIN ITSMF18 Syllabus:

Topic	Details	Weights
Introduction to IT Service Management - 15%		
Core Concepts of IT Service Management	The candidate can... - explain how “Adapt and Adopt” is used within service management.	10%

Topic	Details	Weights
	<ul style="list-style-type: none"> - explain the difference between an IT service and non-IT services. - describe the value of service management. - describe the principles of continual improvement. 	
Core Concepts Surrounding ISO/IEC 20000-1:2018	The candidate can... <ul style="list-style-type: none"> - identify the purpose and benefits of ISO/IEC 20000. - describe what a service management system is. - describe how management system standards (MSSs) are designed to allow organizations to integrate multiple MSSs. 	5%
Service Management System (SMS) - 30%		
Critical Elements of a Service Management System	The candidate can... <ul style="list-style-type: none"> - explain how the organization and interested parties impact the SMS. - describe the importance of understanding organizational risks and opportunities. - describe the service management objectives. - outline the leadership responsibilities. - define general governance principles - describe importance of documentation and basic requirements for documentation. - describe the requirements for resource management. 	15%
Core Concepts of the Service Management System	The candidate can... <ul style="list-style-type: none"> - describe the key principles of producing and implementing a service management system. - outline the requirements for designing, building and transitioning new or changed services. - describe the requirements for 	15%

Topic	Details	Weights
	monitoring, measuring, analysis, evaluation and improving the SMS and services. - describe the continual improvement activities for the SMS and services.	
The Operation of the Service Management System - 55%		
Service Portfolio Processes (Service Catalog Management, Asset Management, Configuration Management)	The candidate can... - describe the objectives and service requirements. - explain the activities and practical application for each process.	5%
Relationship and Agreement Processes (Business Relationship Management, Service Level Management, Supplier Management)	The candidate can... - describe the objectives and service requirements. - explain the activities and practical application of each process.	10%
Supply and Demand Processes (Budgeting and Accounting for Services, Demand Management, Capacity Management)	The candidate can... - describe the objectives and service requirements. - explain the activities and practical application of each process.	5%
Service Design, Build and Transition Processes (Change Management, Release and Deployment Management)	The candidate can... - describe the objectives and service requirements. - explain the activities and practical application of each process.	10%
Resolution and Fulfilment Processes (Incident Management, Service Request Management, Problem Management)	The candidate can... - describe the objectives and service requirements. - explain the activities and practical application of each process.	15%
Service Assurance Processes (Service	The candidate can... - describe the objectives and service	10%

Topic	Details	Weights
Availability Management, Service Continuity Management, Information Security Management)	requirements. - explain the activities and practical application of each process.	

Broaden Your Knowledge with EXIN ITSMF18 Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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: 7

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: 8

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

Question: 9

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: 10

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

Avail the Study Guide to Pass EXIN ITSMF18 IT Service Management Foundation based on ISO/IEC 20000:2018 Exam:

- Find out about the ITSMF18 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [EXIN ITSMF18 syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the [IT Service Management Foundation based on ISO/IEC 20000:2018 training](#). Joining the EXIN provided training for this EXIN certification exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [EXIN ITSMF18 sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. ITSMF18 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

Passing the EXIN ITSMF18 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the EXIN ITSMF18 Certification

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