

# ISO 20000 Certification Practice Test Questions and Answers

## 1. What is the primary focus of ISO 20000 standard?

- A) Quality management systems
- B) IT service management systems
- C) Information security
- D) Environmental management

## 2. Which framework is ISO 20000 closely aligned with?

- A) COBIT
- B) ITIL (Information Technology Infrastructure Library)
- C) TOGAF
- D) PRINCE2

## 3. What does SLA stand for in IT service management?

- A) System Level Agreement
- B) Service Level Agreement
- C) Software License Agreement
- D) Security Level Assessment

## 4. Which process is essential for managing service disruptions in ISO 20000?

- A) Change management
- B) Incident management
- C) Asset management
- D) Financial management

Answers: 1-B 2-B 3-B 4-B

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