



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

Pass EXIN EX0-115 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/ex0-115.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

When should the final closure of an Incident record be completed?

- A. When all relevant information for classification and routing has been entered.
- B. When the Incident has been dispatched outside the Service desk department.
- C. When the Incident is solved and normal operation is restored.
- D. When the user or customer has been given the opportunity to confirm that the service is restored.

Correct Answer: D

QUESTION 2

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

- A. to be able to charge to the correct users of the service
- B. to be able to provide reports to management
- C. to prevent repetitive occurrence of Incidents
- D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 3

Which process has the goal to maintain and improve Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

- A. Availability Management
- B. Financial Management for IT Services
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: D

QUESTION 4

Which of the documents below should be available as evidence of Service management planning and operations?

- A. an Ishikawa (Fishbone) diagram



- B. policies and plans for service compliance
- C. risk and impact checklists
- D. work instructions for storage monitoring

Correct Answer: B

QUESTION 5

What is the most common process that is associated with the Service Desk?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Service Level Management

Correct Answer: C

QUESTION 6

Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

- A. Documentation should be kept at least five years for auditing purposes.
- B. Documentation should be protected from damage due to IT related disasters.
- C. Documentation should be stored at a central place and be only accessible via procedures
- D. Documentation should refer to the requirements of ISO/EC 20000 for audit purposes.

Correct Answer: B

QUESTION 7

Which process is responsible for registering the relationships within the IT infrastructure?

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

Correct Answer: C



QUESTION 8

When implementing Service management, what is the recommended method to deliver the best possible service to meet a customer's business needs?

- A. All employees should have attended an IT service management Foundation course.
- B. Combine the best practices from ITIL® CobiTTM and Six Sigma® to meet the customer's business needs.
- C. Each service management process needs to have its own dedicated process manager.
- D. The Service management processes should meet the requirements in ISO/IEC 20000.

Correct Answer: D

QUESTION 9

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 10

What is an ISO/IEC 20000 requirement relating to the service management plan?

- A. It must be available in at least one hard copy and approved
- B. It must include the documented procedures specified by the standard
- C. It must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

Correct Answer: D

QUESTION 11

The ISO/IEC 20000 standard requires that service reports are produced using information based on service delivery and SMS activities.

How are these service reports used?



- A. as input to financial management in order to determine charges for the service
- B. as the basis for making management decisions and taking actions based on findings
- C. to compare the performance of the Service desk with service targets
- D. to present a professional image of the company

Correct Answer: B

QUESTION 12

Service providers manage various documents and records to ensure effective planning, operation and control of Service management.

Which of these is a record?

- A. Process description
- B. Change Advisory Board (CAB) meeting minutes
- C. Service level agreement (SLA)
- D. Service management policy

Correct Answer: B

QUESTION 13

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 Management
- D. Service Desk

Correct Answer: A

QUESTION 14

What is a valid description of an IT service?

- A. A service as defined in the Service catalogue
- B. A service that is deemed critical by the customer



- C. Something of value delivered using IT, that is provided to a customer
- D. Strategic support provided to a customer

Correct Answer: C

QUESTION 15

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

- A. Business Relationship Management
- B. Change Management
- C. Release Management
- D. Service Level Management

Correct Answer: B

[EX0-115 Practice Test](#)

[EX0-115 Study Guide](#)

[EX0-115 Braindumps](#)