



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What defines Service Quality\?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

Correct Answer: C

QUESTION 2

What is a function of processes?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities

Correct Answer: B

QUESTION 3

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

QUESTION 4

A Release policy needs to be documented and agreed. What must be included in the Release policy?

- A. an analysis of the success or failure of
- B. Releases Requests For Change (RFCs)



C. the frequency and type of Releases D. the Release dates

Correct Answer: C

QUESTION 5

What is the purpose of defining a Service management system?

- A. to ensure that new services are deliverable and manageable against the customer requirements
- B. to realize a Management System framework for IT Service Management
- C. to provide policies and a framework to enable effective management and implementation of all services
- D. to safeguard the implementation and delivery of Service Management

Correct Answer: C

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