EX0-115^{Q&As}

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

The Supplier Management process must define several formal policies and procedures to cover possible events in the service provider-supplier relationship.

According to ISO/IEC 20000-1, what would not be defined?

A. Complaints procedure

B. Contractual disputes

C. Early termination of the contract

D. Transfer of service

Correct Answer: A

QUESTION 2

What must be included in a well defined Process structure?

A. expected results

B. functions

C. statistical support

D. timelines

Correct Answer: A

QUESTION 3

Which process is responsible for supplying first-line support and assistance in daily use of iT services?

A. Availability management

B. Incident management

C. Service level management

D. Service reporting

Correct Answer: B

QUESTION 4

One of the activities of Capacity management involves making evaluations and predictions regarding the hardware that is required to run a new or modified application. The predictions include data about the performance levels that can be

expected, the requisite hardware networks, databases, etc. and the costs.

Which of the activities of Capacity management is responsible for this?

A. Application sizing

B. Capacity planning

C. Monitoring

D. Tuning

Correct Answer: A

QUESTION 5

What is meant by the Urgency of an Incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the time needed by IT Services to resolve the incident

D. the relative importance of the incidents when handling them

Correct Answer: A

[EX0-115 PDF Dumps](#)   [EX0-115 Study Guide](#)   [EX0-115 Braindumps](#)