



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 Service Desk of supplier X continuous receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs.

What is this advice an example of?

- A. Known Error
- B. Problem
- C. Workaround
- D. Request for Change

Correct Answer: C

QUESTION 2

Which process is responsible for providing information about the IT infrastructure to all other processes?

- A. Capacity management
- B. Change management
- C. Configuration management
- D. Problem management

Correct Answer: C

QUESTION 3

What is a requirement according to ISO/IEC 20000-1 when establishing the Business relationship management process?

- A. A compliments application needs to be implemented.
- B. Customer satisfaction surveys need to be defined so that customers can easily respond to them.
- C. Interested parties and customers of the services need to be identified and documented.
- D. Outstanding complaints need to be reviewed on a monthly basis.

Correct Answer: C

QUESTION 4



The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

- A. After the breach
- B. Before the breach
- C. During service reporting
- D. Never

Correct Answer: B

QUESTION 5

What is the added value of a service being delivered according to IT service management best practice?

- A. You can specifically define the service by means of a Service level agreement (SLA).
- B. Services facilitate outcomes for customers.
- C. You do not have to invest in processes to control the service.
- D. Services have a lower total cost of ownership.

Correct Answer: B

[EX0-115 PDF Dumps](#)

[EX0-115 Practice Test](#)

[EX0-115 Exam Questions](#)