



# EX0-115<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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### QUESTION 1

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

Correct Answer: C

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### QUESTION 2

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

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### QUESTION 3

In many organizations, management tasks or parts of those tasks are performed by third parties. Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

Correct Answer: C

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### QUESTION 4



Which process reports about software failures resulting from software changes?

- A. Availability management
- B. Incident and service request management
- C. Problem management
- D. Service reporting

Correct Answer: B

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#### QUESTION 5

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

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