



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

IT Service Management Foundation based on ISO/IEC 20000

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### QUESTION 1

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

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### QUESTION 2

According to ISO/IEC 20000-1, the use of suppliers to provide aspects of the Service Management processes is acceptable.

What level of the supply chain must the service provider manage?

- A. All relationships between lead and subcontracted suppliers
- B. Only the relationship between the lead supplier and service provider
- C. Only as agreed in the contracts between the various parties
- D. Only the subcontractors as the lead supplier is integral to the service delivery and self- managing

Correct Answer: B

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### QUESTION 3

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

Correct Answer: A

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### QUESTION 4

What is the contribution of Availability Management to the Service Level Management process?



- A. Availability Management provides information about the availability of the services being provided.
- B. Availability Management acts in consultation with users to determine the availability of IT services.
- C. Availability Management supplies data about the availability requirements of users.
- D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Correct Answer: A

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#### QUESTION 5

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

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