



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which process or function has the objective of recording and providing technical information about the IT infrastructure?

- A. Budgeting and accounting for services
- B. Configuration management
- C. Service desk
- D. Service level management

Correct Answer: C

QUESTION 2

What best describes the term Mean Time Between Failures (MTBF)?

- A. the average downtime
- B. the agreed downtime
- C. the average failure-free interval
- D. the agreed failure-free interval

Correct Answer: C

QUESTION 3

Deming proposed a system for continuous improvement. What are the four activities involved?

- A. Plan, Do, Check and Act
- B. Plan, Do, Evaluate and Act
- C. Plan, Perform, Audit and Improve
- D. Plan, Perform, Evaluate and Act

Correct Answer: A

QUESTION 4

Over the years, an insurance company has become more dependent on the information systems at the office. This has led to an arrangement which ensures the continual delivery of the most important IT services in the event of a major business disruption.

Which process is responsible to insure that the business requirements are met during such circumstances?



- A. Availability management
- B. Service continuity management
- C. Service level management
- D. Supplier management

Correct Answer: B

QUESTION 5

What is an example of a Configuration item (CI)?

- A. Location of a server
- B. Name of the supplier of an Underpinning contract (UC)
- C. Serial number
- D. Service catalogue

Correct Answer: D

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