EX0-115^Q&As

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What defines Service Quality\\'?

A. A series of activities that can be assessed in advance by a provider and customer

B. Achieving a 99.999% continuous level of availability

C. Meeting stated customer requirements and expectations

D. Providing a cost-effective service

Correct Answer: C

QUESTION 2

What is the definition of IT Service Management?

A. An organization supping services to one or more customers

B. Best practice guidance for operating services

C. Requirements for delivering service based upon best practices

D. Specialized organizational capabilities providing value to customers

Correct Answer: D

QUESTION 3

Which process includes the responsibility of recovering the service as quickly as possible?

A. Availability Management

B. IT Service Continuity Management

C. Incident management

D. Problem Management

Correct Answer: C

QUESTION 4

What is the purpose of defining a Service management system?

A. to ensure that new services are deliverable and manageable against the customer requirements

B. to realize a Management System framework for IT Service Management

C. to provide policies and a framework to enable effective management and implementation of all services

D. to safeguard the implementation and delivery of Service Management

Correct Answer: C

QUESTION 5

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

A. Budgeting and accounting for services

B. Configuration management

C. Service desk

D. Service level management

Correct Answer: C

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