



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Staff competencies and training needs shall be reviewed and managed. Why is this necessary?

- A. To enable employees to perform their role effectively
- B. To help staff to further their career
- C. To improve service reporting
- D. To reduce the operational cost of the organization

Correct Answer: A

QUESTION 2

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 3

When can the building and testing of a Change begin?

- A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board
- B. As soon as there is a correct network plan for the change
- C. As soon as the Request for Change (RFC) has been formally authorized
- D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

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 the main outcome of the Business Relationship Management process?

- A. Changes to service requirements
- B. Complaints policy
- C. Customer relationship and satisfaction
- D. Service reviews

Correct Answer: C

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