



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the objective of the maintain and improve the SMS stage (Act)?

- A. to improve the efficiency and effectiveness of the business
- B. to improve the efficiency and effectiveness of the processes
- C. to improve the efficiency and effectiveness of service provision
- D. to improve the efficiency and effectiveness of service support

Correct Answer: C

QUESTION 2

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Correct Answer: C

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

QUESTION 4

Customer satisfaction measurement is an important activity in the Business relationship management process.



What is the objective of Customer satisfaction measurement?

- A. to enable the Service provider to gain information regarding the perception of the customer and to identify improvements required
- B. to gather information about potential new services that might be interesting for the end users of the services
- C. to optimize the relationship processes so that service levels are exceeded
- D. to check if contractual obligations for customer satisfaction are being met

Correct Answer: A

QUESTION 5

What are the key contents of a Service management system (SMS)?

- A. a software system for the ticket system
- B. a software system to monitor the Key performance indicators (KPIs)
- C. definition of corporate measures to achieve the required level of quality
- D. systematic processes for ticket recording and follow-up only

Correct Answer: C

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