



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

IT Service Management Foundation based on ISO/IEC 20000

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### QUESTION 1

A recent request for a new phone has been received. The request has all necessary approvals but when the service provider places the order with the vendor, the phone is now out of stock and new stock is not due for two weeks. This delay will breach the agreed fulfillment time.

What action should a service provider perform if a service request cannot be fulfilled within the agreed timeframes?

- A. Cancel the request and inform the customer
- B. Escalate according to procedures
- C. Find a new vendor who has the request phone
- D. Nothing, the service provider cannot control stock levels of the supplier

Correct Answer: B

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### QUESTION 2

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

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### 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

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#### QUESTION 4

What is the best definition of a Service management system?

- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Service management practices followed by everyone in the service provider organizations
- C. processes, procedures, responsibilities and resources for implementing Service management
- D. set of measures and procedures to ensure that the provided services continue to fulfill the expectations of the customer

Correct Answer: C

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#### QUESTION 5

Which interested party will define Service level requirements?

- A. Customer
- B. End user
- C. Service provider
- D. Supplier

Correct Answer: A

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