EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

A. A chronological training record for each individual

B. A record of all future training courses for each employee

C. An overview of all personal details per employee

D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 2

The Supplier Management process must define several formal policies and procedures to cover possible events in the service provider-supplier relationship.

According to ISO/IEC 20000-1, what would not be defined?

A. Complaints procedure

B. Contractual disputes

C. Early termination of the contract

D. Transfer of service

Correct Answer: A

QUESTION 3

What triggers a re-test of the Service continuity and availability plans?

A. a major change to the service environment

B. a major disaster having occurred

C. significant periods of unplanned non-availability

D. six months having passed since the last test

Correct Answer: A

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

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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