



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

IT Service Management Foundation based on ISO/IEC 20000

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#### QUESTION 1

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 2

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

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#### QUESTION 3

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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#### QUESTION 4



The ISO/IEC 20000 standard requires that service reports are produced using information based on service delivery and SMS activities.

How are these service reports used?

- A. as input to financial management in order to determine charges for the service
- B. as the basis for making management decisions and taking actions based on findings
- C. to compare the performance of the Service desk with service targets
- D. to present a professional image of the company

Correct Answer: B

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#### QUESTION 5

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

- A. Availability Management
- B. Financial Management for IT Services
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: D

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