



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

IT Service Management Foundation based on ISO/IEC 20000

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### QUESTION 1

What is the intent of Design and transition of new or changed services?

- A. to ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. to ensure that approved Changes in the IT infrastructure are implemented with acceptable risks for the current and new IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. to ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

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### QUESTION 2

What may define the scope of Service Management in the Service Management plan?

- A. the location of the services
- B. the number of staff
- C. the size of the infrastructure
- D. the specific processes undertaken

Correct Answer: A

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### QUESTION 3

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

- A. Capacity Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

Correct Answer: A

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### QUESTION 4



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

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#### QUESTION 5

Which processes should the Plan, Do, Check, Act methodology be applied to?

- A. all of the processes within the scope
- B. the Planning and Implementing Service Management process
- C. the Requirements for a Management System process
- D. those that support business critical services

Correct Answer: A

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