



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

- A. A developed application
- B. A Configuration Item
- C. A Service
- D. A deployed infrastructure

Correct Answer: B

QUESTION 2

Different types of events are reported to the Service Desk. Which event is an incident?

- A. Information about the rollout of a specific application
- B. A notification that a new toner cartridge has just been installed in a printer
- C. A report that the printer is not working
- D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 3

Which process reports about software failures resulting from software changes?

- A. Availability management
- B. Incident and service request management
- C. Problem management
- D. Service reporting

Correct Answer: B

QUESTION 4

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases



- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

Correct Answer: B

QUESTION 5

Which process is responsible for registering the relationships within the IT infrastructure?

- A. Asset Management
- B. Change Management
- C. Configuration Management
- D. Release Management

Correct Answer: C

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