



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

IT Service Management Foundation based on ISO/IEC 20000

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### QUESTION 1

One of the key activities in Supplier management is managing contracts with various suppliers. Which activity would not be included according to ISO/IEC 20000-1?

- A. defining a point of contact who manages the relationship
- B. defining criteria for subcontractors
- C. ensuring the contract reflects current requirements
- D. monitoring supplier performance against agreed targets

Correct Answer: B

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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

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

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### QUESTION 4

What is a requirement according to ISO/IEC 20000-1 when establishing the Business relationship management process?

- A. A compliments application needs to be implemented.



- B. Customer satisfaction surveys need to be defined so that customers can easily respond to them.
- C. Interested parties and customers of the services need to be identified and documented.
- D. Outstanding complaints need to be reviewed on a monthly basis.

Correct Answer: C

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#### QUESTION 5

What defines Service Quality?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

Correct Answer: C

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