EX0-115^{Q&As}

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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

What can be improved by achieving quality objectives?

A. Effectiveness of the service

B. Personal satisfaction of the Configuration Manager

C. Relationship with interested suppliers

D. Relationship with unauthorized patties

Correct Answer: A

QUESTION 3

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources.

Which process or function is responsible for this activity?

A. Change Management

B. Configuration Management

C. Release Management

D. Service Desk

Correct Answer: A

QUESTION 4

What is an example of a Configuration item (CI)?

A. Location of a server

B. Name of the supplier of an Underpinning contract (UC)

C. Serial number

D. Service catalogue

Correct Answer: D

QUESTION 5

What is a function of processes?

A. They express the level of compliance with the requested quality characteristics.

B. They represent a complete set of monitoring options.

C. They describe vertical and horizontal escalation options.

D. They complement descriptions of structural and organizational roles and responsibilities

Correct Answer: B

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