EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

A service provider discovers root cause of repetitive incident. The budget does not allow a permanent resolution.

What actions must the service provider now take?

A. Develop an action that will mitigate the impact of the problem on the service

B. Escalate the information to Availability management for a service design change

C. Reclassify the problem as an incident so mitigating actions will occur

D. Record the root cause and close the problem

Correct Answer: A

QUESTION 2

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 3

Deming proposed a system of continuous improvement.

Which four activities does this system involve?

A. Plan. Do. Check and Act

B. Plan. Do. Evaluate and Act

C. Plan. Perform. Audit and Improve

D. Plan. Perform. Evaluate and Act

Correct Answer: A

QUESTION 4

Which process is responsible for providing information about the IT infrastructure to all other processes?