



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?



- A. Capacity management
- B. Change management
- C. Configuration management
- D. Problem management

Correct Answer: C

QUESTION 5

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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