EX0-115^{Q&As}

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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Service providers manage various documents and records to ensure effective planning, operation and control of Service management.

Which of these is a record?

A. Process description

B. Change Advisory Board (CAB) meeting minutes

C. Service level agreement (SLA)

D. Service management policy

Correct Answer: B

QUESTION 2

Who or what should always be informed in case a release is rejected, delayed or cancelled?

A. Business relationship management

B. Change management

C. Incident management

D. The senior management representative

Correct Answer: B

QUESTION 3

What is the purpose of CobiTTM?

A. to provide a high level process model that organizes a broad range of IT activities

B. to provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool

C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements

D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 4

What other process is tightly related (e.g., share activities) to Business relationship management?

A. Availability management

B. Release and deployment management

C. Service level management

D. Service reporting

Correct Answer: C

QUESTION 5

What does Service Management aim to achieve?

A. to exceed expectations at all times based on solid processes followed rigidly at all times

B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times

C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer

D. to provide well-defined processes and measures, by which the Service Management organization can rate their quality for the customer

Correct Answer: C