EX0-115^{Q&As}

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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What are the key contents of an IT Service Management system?

A. A documented organizational and operational structure

B. A software system for the ticket

C. A software system to monitor the key performance indicators (KPIs)

D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 2

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

A. A chronological training record for each individual

B. A record of all future training courses for each employee

C. An overview of all personal details per employee

D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 3

In the context of standards, what does the term "conformity" stand for?

A. Alignment of an audit nonconformity report to a re-audit report

B. Compliance with a requirement

C. Quality Management System certification by an approved body

D. Verification of supplier certification

Correct Answer: B

QUESTION 4

Which statement below is not a purpose of Supplier Management procedures?

A. That business transactions between all parties are recorded

B. That information on the performance of all suppliers can be observed and acted upon

C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider

D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 5

The effects of a disaster on IT services can be severe. Measures should be taken to prevent, detect, prepare for and mitigate these effects.

Which process is responsible for taking these measures?

A. Availability management

B. Information security management

C. Service continuity management

D. Service level management

Correct Answer: C

QUESTION 6

While planning for service improvements, what is an important best practice to consider?

A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.

B. The progress of service improvement should be discussed at least weekly in the steering committee.

C. The progress should be monitored closely by an independent project manager to maintain objectivity.

D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Correct Answer: A

QUESTION 7

What would increase the amount of detail in the Configuration Management Database (CMDB)?

A. Increasing the scope of the CMDB

B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB

C. Increasing the number of records in the CMDB

D. Increasing the use of the CMDB

Correct Answer: B

QUESTION 8

A number of new PCs have been installed at a company\\'s offices. For which activity was the Configuration management process responsible?

A. Establishing the correct links in the Local Area Network

B. Installing software

C. Making available the necessary user\\'s manuals

D. Recording data regarding the PCs

Correct Answer: D

QUESTION 9

What is the difference between a process owner and a process manager?

A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process

B. a process owner is a director and a process manager is a manager

C. a process owner must have a Manager\\'s Certificate and a process manager must have a Practitioner\\'s certificate

D. a process owner will work directly with business leadership and the process manager only works within IT

Correct Answer: A

QUESTION 10

Which of the following activities in the Problem Management process is related to the Change Management process?

A. identifying Problems

B. classifying Problems

C. correcting Problems

D. investigating a solution

Correct Answer: C

QUESTION 11

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

QUESTION 12

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

A. An attribute provides information about the CI involved.

B. An attribute is a CI that provides information to the processes.

C. An attribute is a software package.

D. An attribute is a label that is attached to a machine.

Correct Answer: A

QUESTION 13

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

QUESTION 14

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

QUESTION 15

The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

A. After the breach

B. Before the breach

C. During service reporting

D. Never

Correct Answer: B