



Vendor: EXIN

Exam Code: EX0-115

Exam Name: IT Service Management Foundation based on
ISO/IEC 20000

Version: DEMO

QUESTION 1

What is a Known Error?

- A. A serious incident whose resolution is known
- B. A Problem that is resolved
- C. A Problem for which the cause and Workaround have been identified
- D. A Problem that cannot be matched

Answer: C

QUESTION 2

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Answer: D

QUESTION 3

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases
- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

Answer: B

QUESTION 4

A Change leads to a modification of an IT element.

Which of the following terms best describes the element being modified?

- A. A developed application
- B. A Configuration Item
- C. A Service
- D. A deployed infrastructure

Answer: B

QUESTION 5

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

Answer: C

QUESTION 6

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

Answer: B

QUESTION 7

What is a shared concept of both ISO/IEC 27001 and ISCWIIEC 20000?

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

Answer: C

QUESTION 8

What is the contribution of Availability Management to the Service Level Management process?

- A. Availability Management provides information about the availability of the services being provided.
- B. Availability Management acts in consultation with users to determine the availability of IT services.
- C. Availability Management supplies data about the availability requirements of users.
- D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Answer: A

QUESTION 9

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

Answer: A

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