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EX0-115

IT Service Management Foundation based on ISO/IEC 20000



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QUESTION: 120

Which process is responsible for supplying first-line support and assistance in daily use of iT services?

- A. Availability management
- B. Incident management
- C. Service level management
- D. Service reporting

Answer: B

QUESTION: 121

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

Answer: C

QUESTION: 122

In many organizations, management tasks or parts of those tasks are performed by third parties. Agreements are made with these parties that are expressed in documents. What are these documents called?

- A. Service level agreements (SLAs)
- B. Operational level agreements (OLAs)
- C. Service contracts
- D. Underpinning contracts (UCs)

Answer: C

QUESTION: 123

When should the final closure of an Incident record be completed?

- A. When all relevant information for classification and routing has been entered.
- B. When the Incident has been dispatched outside the Service desk department.
- C. When the Incident is solved and normal operation is restored.
- D. When the user or customer has been given the opportunity to confirm that the service is restored.

Answer: D

QUESTION: 124

One of the activities of Release and deployment management involves testing and Release acceptance. When can Release management start with implementation planning?

- A. As soon as the documentation for managing and supporting the Release is also complete and up to date.
- B. As soon as the users have tested the Release.
- C. As soon as Change management has approved the Release.
- D. As soon as the technicians have tested the Release and no adverse impact of this Release is expected in the rest of the IT infrastructure.

Answer: C

QUESTION: 125

Staff competencies and training needs shall be reviewed and managed. Why is this necessary?

- A. To enable employees to perform their role effectively
- B. To help staff to further their career
- C. To improve service reporting
- D. To reduce the operational cost of the organization

Answer: A

QUESTION: 126

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

Answer: C

QUESTION: 127

Which interested party will define Service level requirements?

- A. Customer
- B. End user
- C. Service provider
- D. Supplier

Answer: A

QUESTION: 128

What is the best definition of a Service management system?

- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Service management practices followed by everyone in the service provider organizations
- C. processes, procedures, responsibilities and resources for implementing Service management
- D. set of measures and procedures to ensure that the provided services continue to fulfill the expectations of the customer

Answer: C

QUESTION: 129

Customer satisfaction measurement is an important activity in the Business relationship management process. What is the objective of Customer satisfaction measurement?

- A. to enable the Service provider to gain information regarding the perception of the customer and to identify improvements required
- B. to gather information about potential new services that might be interesting for the end users of the services
- C. to optimize the relationship processes so that service levels are exceeded
- D. to check if contractual obligations for customer satisfaction are being met

Answer: A

QUESTION: 130

How should the requirements for Service continuity and availability be identified?

- A. These should be identified based upon historical data for major incidents and their business impact on the organization.
- B. These should be identified on the basis of customer satisfaction investigations, so that the real user needs can be considered.
- C. These should be identified based upon the business priorities, Service level agreements (SLAs) and assessed risks.
- D. These should be made up from service requirements and SLAs if available.

Answer: C

QUESTION: 131

According to the ISO/IEC 20000-1:2011 standard it is important that a process exists to deal with contractual disputes with suppliers. Which process is responsible for the definition of this process?

- A. Business relationship management
- B. Contract management
- C. Service level management
- D. Supplier management

Answer: D

QUESTION: 132

What is the objective of the maintain and improve the SMS stage (Act)?

- A. to improve the efficiency and effectiveness of the business
- B. to improve the efficiency and effectiveness of the processes
- C. to improve the efficiency and effectiveness of service provision
- D. to improve the efficiency and effectiveness of service support

Answer: C

QUESTION: 133

Which Changes should be documented through formal change records?

- A. infrastructure changes
- B. change in business strategy
- C. staff recruitment
- D. user training

Answer: A

QUESTION: 134

When implementing a new version of an application both Change management and Release management are involved. What is the responsibility of the Change management process here?

- A. Change management has the implementation and installation task in this phase.
- B. Change management plays a coordinating role in this phase.
- C. Change management must check whether the new application functions properly.
- D. Change Management draws up the Request for change (RFC) in this phase.

Answer: B

QUESTION: 135

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

Answer: D

QUESTION: 136

What is a valid reason for an IT service provider to adopt and implement the ISO/IEC 20000 standard?

- A. To adopt an integrated process approach to manage services
- B. To adopt IT governance
- C. To adopt an international standard on Information security management
- D. To adopt the best practices of IT service management

Answer: A



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