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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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