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 ISCWIEC 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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