EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

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

Correct Answer: D

QUESTION 3

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

A. Error Control

B. Identification of root causes

C. Proactive Problem Management

D. Problem Control

Correct Answer: C

QUESTION 4

What is the best definition of "Quality system"?

A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently

B. mandatory Quality management practices followed by everyone in the service provider organizations

C. organizational structure related to responsibilities, procedures and resources for implementing quality management

D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

QUESTION 5

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

A. Availability Management

B. Change Management

C. Incident Management

D. Problem Management

Correct Answer: B

QUESTION 6

What does the term "Integrity" mean in the context of Information Security Management?

A. Protecting the information against unauthorized use

B. Monitoring the access to information

C. The accuracy, completeness and correctness of the information

D. Screening the support staff on their loyalty to the IT organization

Correct Answer: D

QUESTION 7

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

Correct Answer: D

QUESTION 8

A recent request for a new phone has been received. The request has all necessary approvals but when the service provider places the order with the vendor, the phone is now out of stock and new stock is not due for two weeks. This delay will breach the agreed fulfillment time.

What action should a service provider perform if a service request cannot be fulfilled within the agreed timefra mes?

A. Cancel the request and inform the customer

B. Escalate according to procedures

C. Find a new vendor who has the request phone

D. Nothing, the service provider cannot control stock levels of the supplier

Correct Answer: B

QUESTION 9

Having a policy that defines and manages customer complaints is a key element of Business Relationship Management.

According to ISO/IEC 20000-1, what actions should a service provider perform if the complaint is not resolved?

A. Follow the defined escalation path

B. Ignore it as it will eventually go away

C. Initiate early contract termination procedures

D. Suspend or fire the staff member who is named in the complaint

Correct Answer: A

QUESTION 10

Different types of events are reported to the Service Desk. Which event is an incident?

A. Information about the rollout of a specific application

B. A notification that a new toner cartridge has just been installed in a printer

C. A report that the printer is not working

D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 11

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.

Correct Answer: C

QUESTION 12

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

A. Availability Management

B. Capacity Management Financial

C. Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

QUESTION 13

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

A. Incident Management

B. Problem Management

C. Service Desk Service

D. Level Management

Correct Answer: C

QUESTION 14

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 15

Deming proposed a system of continuous improvement.

Which four activities does this system involve?

A. Plan. Do. Check and Act

B. Plan. Do. Evaluate and Act

C. Plan. Perform. Audit and Improve

D. Plan. Perform. Evaluate and Act

Correct Answer: A

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