



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Service providers manage various documents and records to ensure effective planning, operation and control of Service management.

Which of these is a record?

- A. Process description
- B. Change Advisory Board (CAB) meeting minutes
- C. Service level agreement (SLA)
- D. Service management policy

Correct Answer: B

QUESTION 2

What is a Configuration Baseline?

- A. A benchmark of the service provider's capability
- B. A configuration audit report
- C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
- D. The change requests allocated to a release

Correct Answer: C

QUESTION 3

What is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 4

A number of new PCs have been installed at a company's offices. For which activity was the Configuration



management process responsible?

- A. Establishing the correct links in the Local Area Network
- B. Installing software
- C. Making available the necessary user\'s manuals
- D. Recording data regarding the PCs

Correct Answer: D

QUESTION 5

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

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