EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Top management needs to ensure that employees are aware of the relevance and importance of their activities.

What else do all employees need to be aware of?

A. How they can provide policies and a framework for a Service management system

B. How they contribute to the achievement of the Service management objectives

C. How they contribute to the Total cost of ownership (TCO)

D. How they contribute to total salary reduction

Correct Answer: B

QUESTION 2

What may define the scope of Service Management in the Service Management plan?

A. the location of the services

B. the number of staff

C. the size of the infrastructure

D. the specific processes undertaken

Correct Answer: A

QUESTION 3

What is the most common process that is associated with the Service Desk?

A. Change Management

B. Configuration Management

C. Incident Management

D. Service Level Management

Correct Answer: C

QUESTION 4

One of the key activities in Supplier management is managing contracts with various suppliers. Which activity would not be included according to ISO/IEC 20000-1?

A. defining a point of contact who manages the relationship

B. defining criteria for subcontractors

C. ensuring the contract reflects current requirements

D. monitoring supplier performance against agreed targets

Correct Answer: B

QUESTION 5

In many organizations, management tasks or parts of those tasks are performed t>y third parties. Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

A. Service Level Agreements (SLAs)

B. Operational Level Contracts

C. Service Contracts

D. Underpinning Contracts

Correct Answer: C

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