



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

- A. Business Relationship Management
- B. Change Management
- C. Release Management
- D. Service Level Management

Correct Answer: B

QUESTION 2

Over the years, an insurance company has become more dependent on the information systems at the office. This has led to an arrangement which ensures the continual delivery of the most important IT services in the event of a major business disruption.

Which process is responsible to insure that the business requirements are met during such circumstances?

- A. Availability management
- B. Service continuity management
- C. Service level management
- D. Supplier management

Correct Answer: B

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 intent of Design and transition of new or changed services?

- A. to ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. to ensure that approved Changes in the IT infrastructure are implemented with acceptable risks for the current and new IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. to ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

QUESTION 5

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

- A. constant quality
- B. incorporating technological innovations
- C. innovating the way services are provided
- D. methodological order based on best practices

Correct Answer: A

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