



# EX0-115<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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### QUESTION 1

When planning a quality approach to the Service management system, what needs to be considered to ensure on-going compliance with the service providers corporate objectives / requirements?

- A. Any processes and policies defined by the company
- B. IT service management best practices
- C. The budget available to allocate resources
- D. The time to update the process documentation

Correct Answer: A

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### QUESTION 2

What is a shared concept of both ISO/IEC 27001 and ISCWIIEC 20000?

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

Correct Answer: C

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### QUESTION 3

What is the aim of an internal audit?

- A. To ensure and improve one's own quality capability
- B. To instruct all employees that quality-related requirements must be observed
- C. To monitor employee performance
- D. To verify whether the defined key performance indicators (KPIs) are actually determined

Correct Answer: A

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### QUESTION 4

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?



- A. Capacity Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

Correct Answer: A

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#### QUESTION 5

Deming proposed a system for continuous improvement. What are the four activities involved?

- 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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