



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

Pass EXIN EX0-115 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/ex0-115.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





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 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 3

Why would an IT service provider adopt the COBITTM framework?

- A. to adopt a high level process model that organizes a broad range of IT activities
- B. to adopt a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
- C. to adopt a certified measurement framework that legally provides proof of meeting the SarbanesOxley (SOX) requirements
- D. to adopt a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 4

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 5

The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

- A. After the breach
- B. Before the breach
- C. During service reporting
- D. Never

Correct Answer: B

[Latest EX0-115 Dumps](#)

[EX0-115 PDF Dumps](#)

[EX0-115 Practice Test](#)