



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

Which Changes should be documented through formal change records?

- A. infrastructure changes
- B. change in business strategy
- C. staff recruitment
- D. user training

Correct Answer: A

QUESTION 3

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 4

What must be included in a well defined Process structure?

- A. expected results



- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

QUESTION 5

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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