



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

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

What is meant by the Urgency of an Incident?

- A. the degree to which the solution of an incident tolerates delay
- B. the degree to which the incident gives rise to a deviation from the normal service level



- C. the time needed by IT Services to resolve the incident
- D. the relative importance of the incidents when handling them

Correct Answer: A

QUESTION 5

When implementing Service management, what is the recommended method to deliver the best possible service to meet a customer's business needs?

- A. All employees should have attended an IT service management Foundation course.
- B. Combine the best practices from ITIL® CobiTTM and Six Sigma® to meet the customer's business needs.
- C. Each service management process needs to have its own dedicated process manager.
- D. The Service management processes should meet the requirements in ISO/IEC 20000.

Correct Answer: D

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