



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

According to ISO/IEC 20000-1, the use of suppliers to provide aspects of the Service Management processes is acceptable.

What level of the supply chain must the service provider manage?

- A. All relationships between lead and subcontracted suppliers
- B. Only the relationship between the lead supplier and service provider
- C. Only as agreed in the contracts between the various parties
- D. Only the subcontractors as the lead supplier is integral to the service delivery and self- managing

Correct Answer: B

QUESTION 2

Which process includes the responsibility of recovering the service as quickly as possible?

- A. Availability Management
- B. IT Service Continuity Management
- C. Incident management
- D. Problem Management

Correct Answer: C

QUESTION 3

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services\?

- A. Availability Management
- B. Incident Management
- C. Service Desk
- D. Service Level Management

Correct Answer: C

QUESTION 4

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources.



Which process or function is responsible for this activity?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Desk

Correct Answer: A

QUESTION 5

How should the requirements for Service continuity and availability be identified?

- A. These should be identified based upon historical data for major incidents and their business impact on the organization.
- B. These should be identified on the basis of customer satisfaction investigations, so that the real user needs can be considered.
- C. These should be identified based upon the business priorities, Service level agreements (SLAs) and assessed risks.
- D. These should be made up from service requirements and SLAs if available.

Correct Answer: C

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