



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which process has the goal to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

- A. Availability Management
- B. Financial Management for IT Services
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: D

QUESTION 2

What is known as a temporary solution that enables the user to continue working?

- A. Known Error
- B. Request For Change (RFC)
- C. Service Request
- D. Workaround

Correct Answer: D

QUESTION 3

One of the activities of Capacity management involves making evaluations and predictions regarding the hardware that is required to run a new or modified application. The predictions include data about the performance levels that can be expected, the requisite hardware networks, databases, etc. and the costs.

Which of the activities of Capacity management is responsible for this?

- A. Application sizing
- B. Capacity planning
- C. Monitoring
- D. Tuning

Correct Answer: A

QUESTION 4



One of the activities of Release and deployment management involves testing and Release acceptance. When can Release management start with implementation planning?

- A. As soon as the documentation for managing and supporting the Release is also complete and up to date.
- B. As soon as the users have tested the Release.
- C. As soon as Change management has approved the Release.
- D. As soon as the technicians have tested the Release and no adverse impact of this Release is expected in the rest of the IT infrastructure.

Correct Answer: C

QUESTION 5

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Correct Answer: A

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