



EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Service providers manage various documents and records to ensure effective planning, operation and control of Service management.

Which of these is a record?

- A. Process description
- B. Change Advisory Board (CAB) meeting minutes
- C. Service level agreement (SLA)
- D. Service management policy

Correct Answer: B

QUESTION 2

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

QUESTION 3

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 4



What characteristic do the ISO/IEC 27001 and ISO/IEC 20000 standards have in common?

- A. A focus on Information security management above all other processes
- B. Consistent implementation of the PDCA cycle
- C. Control of information assets in a Configuration management database (CMDB)
- D. The possibility of increasing business success by means of a self-assessment process

Correct Answer: B

QUESTION 5

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

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