EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What best describes the term Mean Time Between Failures (MTBF)?

A. the average downtime

B. the agreed downtime

C. the average failure-free interval

D. the agreed failure-free interval

Correct Answer: C

QUESTION 2

Who or what should always be informed in case a release is rejected, delayed or cancelled?

A. Business relationship management

B. Change management

C. Incident management

D. The senior management representative

Correct Answer: B

QUESTION 3

In many organizations, management tasks or parts of those tasks are performed t>y third parties. Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

A. Service Level Agreements (SLAs)

B. Operational Level Contracts

C. Service Contracts

D. Underpinning Contracts

Correct Answer: C

QUESTION 4

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 5

Deming proposed a system of continuous improvement.

Which four activities does this system involve?

A. Plan. Do. Check and Act

B. Plan. Do. Evaluate and Act

C. Plan. Perform. Audit and Improve

D. Plan. Perform. Evaluate and Act

Correct Answer: A

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