Pass2Lead
https://Pass2Lead.com

EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

Pass EXIN EX0-115 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass2lead.com/ex0-115.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which statement with regard to Information Security Management is true?

A. Information Security Management to specifically focus on managing Information Security effective within all information systems.

B. Management with appropriate authority shall approve an Information Security policy.

C. Security Incidents need to be reported and recorded immediately in line with the Problem Management procedure.

D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

QUESTION 2

What can be improved by achieving quality objectives?

A. Effectiveness of the service

B. Personal satisfaction of the Configuration Manager

C. Relationship with interested suppliers

D. Relationship with unauthorized patties

Correct Answer: A

QUESTION 3

The Supplier Management process must define several formal policies and procedures to cover possible events in the service provider-supplier relationship.

According to ISO/IEC 20000-1, what would not be defined?

A. Complaints procedure

B. Contractual disputes

C. Early termination of the contract

D. Transfer of service

Correct Answer: A

QUESTION 4

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

![Pass2Lead](https://Pass2Lead.com)
A. the average downtime

B. the agreed downtime

C. the average failure-free interval

D. the agreed failure-free interval

Correct Answer: C

QUESTION 5

What is an ISO/EC 20000 requirement relating to the service management plan?

A. It must be available in at least one hard copy and approved

B. It must include the documented procedures specified by the standard

C. It must include the scope of the organization\\'s service management plan

D. It must never include any know-how of the organization

Correct Answer: D

[Latest EX0-115 Dumps](https://www.pass2lead.com/ex0-115.html)　　　　[EX0-115 Study Guide](https://www.pass2lead.com/ex0-115.html)　　　　[EX0-115 Braindumps](https://www.pass2lead.com/ex0-115.html)