

# EX0-115<sup>Q&As</sup>

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

Why is it important that the Service Desk attempts to link an Incident to a Known Error?

- A. because this is part of the IT Service Management model
- B. because this means the incident can be resolved more quickly
- C. because this allows incidents to be better tracked
- D. because otherwise Problem Management cannot work

Correct Answer: B

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**QUESTION 2**

What must be included in a well defined Process structure?

- A. expected results
- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

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**QUESTION 3**

Quality Management Systems can assist organizations in enhancing what?

- A. Customer satisfaction
- B. ISO/EC 20000
- C. Relationship with third parties
- D. Supplier satisfaction

Correct Answer: A

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**QUESTION 4**

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB

- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

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#### QUESTION 5

What is the best definition of "Quality system"?

- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements are met consistently
- B. mandatory Quality management practices followed by everyone in the service provider organizations
- C. organizational structure related to responsibilities, procedures and resources for implementing quality management
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

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