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EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

When should the final closure of an Incident record be completed?

A. When all relevant information for classification and routing has been entered.

B. When the Incident has been dispatched outside the Service desk department.

C. When the Incident is solved and normal operation is restored.

D. When the user or customer has been given the opportunity to confirm that the service is restored.

Correct Answer: D

QUESTION 2

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

A. Availability Management

B. Capacity Management Financial

C. Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

QUESTION 3

Which of the documents below should be available as evidence of Service management planning and operations?

A. an Ishikawa (Fishbone) diagram

B. policies and plans for service compliance

C. risk and impact checklists

D. work instructions for storage monitoring

Correct Answer: B

QUESTION 4

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider\\'s corporate objectives / requirements?

A. A competitor\\'s process management system

B. Any standards defined by the company itself

C. The budget available to Human Resources

D. The time to update the process documentation

Correct Answer: B

QUESTION 5

What is the intent of Design and transition of new or changed services?

A. to ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner

B. to ensure that approved Changes in the IT infrastructure are implemented with acceptable risks for the current and new IT services

C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality

D. to ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

QUESTION 6

Which factor partly determines the priority of an Incident?

A. the category

B. the impact

C. the requisite resources

D. the wishes of the customer

Correct Answer: B

QUESTION 7

In the context of standards, what does the term "conformity" stand for?

A. Alignment of an audit nonconformity report to a re-audit report

B. Compliance with a requirement

C. Quality Management System certification by an approved body

D. Verification of supplier certification

Correct Answer: B

QUESTION 8

Which processes should the Plan, Do, Check, Act methodology be applied to?

A. all of the processes within the scope

B. the Planning and Implementing Service Management process

C. the Requirements for a Management System process

D. those that support business critical services

Correct Answer: A

QUESTION 9

When planning a quality approach to the Service management system, what needs to be considered to ensure on-going compliance with the service providers corporate objectives / requirements?

A. Any processes and policies defined by the company

B. IT service management best practices

C. The budget available to allocate resources

D. The time to update the process documentation

Correct Answer: A

QUESTION 10

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management (SLM) require input?

A. Availability Management

B. Capacity Management Financial

C. Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

QUESTION 11

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 12

Staff competencies and training needs shall be reviewed and managed. Why is this necessary?

A. To enable employees to perform their role effectively

B. To help staff to further their career

C. To improve service reporting

D. To reduce the operational cost of the organization

Correct Answer: A

QUESTION 13

When implementing Service management, what is the recommended method to deliver the best possible service to meet a customer\\'s business needs?

A. All employees should have attended an IT service management Foundation course.

B. Combine the best practices from ITIL® CobiTTM and Six Sigma® to meet the customer\\'s business needs.

C. Each service management process needs to have its own dedicated process manager.

D. The Service management processes should meet the requirements in ISO/IEC 20000.

Correct Answer: D

QUESTION 14

What are the key contents of a Service management system (SMS)?

A. a software system for the ticket system

B. a software system to monitor the Key performance indicators (KPIs)

C. definition of corporate measures to achieve the required level of quality

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D. systematic processes for ticket recording and follow-up only

Correct Answer: C

QUESTION 15

Which process is responsible for registering the relationships within the IT infrastructure?

A. Asset Management

B. Change Management

C. Configuration Management

D. Release Management

Correct Answer: C

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