

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

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.leads4pass.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**

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

---

**QUESTION 2**

When can the building and testing of a Change begin?

- A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board
- B. As soon as there is a correct network plan for the change
- C. As soon as the Request for Change (RFC) has been formally authorized
- D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

---

**QUESTION 3**

What is a parameter for measuring progress relative to key objectives in an organization?

- A. Balanced Scorecard (BCS)
- B. Critical Success Factor (CSF)
- C. Key Performance Indicator (KPI)
- D. Service Improvement Program (SIP)

Correct Answer: C

---

**QUESTION 4**

One of the activities of Capacity management involves making evaluations and predictions regarding the hardware that is required to run a new or modified application. The predictions include data about the performance levels that can be expected, the requisite hardware networks, databases, etc. and the costs.

Which of the activities of Capacity management is responsible for this?

- A. Application sizing
- B. Capacity planning
- C. Monitoring
- D. Tuning

Correct Answer: A

---

## QUESTION 5

A recent request for a new phone has been received. The request has all necessary approvals but when the service provider places the order with the vendor, the phone is now out of stock and new stock is not due for two weeks. This delay will breach the agreed fulfillment time.

What action should a service provider perform if a service request cannot be fulfilled within the agreed timeframes?

- A. Cancel the request and inform the customer
- B. Escalate according to procedures
- C. Find a new vendor who has the request phone
- D. Nothing, the service provider cannot control stock levels of the supplier

Correct Answer: B

[Latest EX0-115 Dumps](#)

[EX0-115 Practice Test](#)

[EX0-115 Exam Questions](#)