EX0-115 ^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which of the following activities in the Problem Management process is related to the Change Management process?

A. identifying Problems

B. classifying Problems

C. correcting Problems

D. investigating a solution

Correct Answer: C

QUESTION 2

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

A. annually

B. monthly

C. only when there is a business need to change the service

D. quarterly

Correct Answer: A

QUESTION 3

Which interested party will define Service level requirements?

A. Customer

B. End user

C. Service provider

D. Supplier

Correct Answer: A

QUESTION 4

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

A. Business Relationship Management

B. Change Management

C. Release Management

D. Service Level Management

Correct Answer: B

QUESTION 5

What is used for the assessment of maturity of organizations?

A. CMMI®

B. CobITTM

C. ITIL®

D. MOF

Correct Answer: A