EX0-115 ^{Q&As}

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.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

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 2

A number of important documents are used within Service Level Management One of these documents

consists of an overview of services and Service Levels offered.

What is the name of the document?

A. Service Catalog

B. Service Level Agreement (SLA)

C. Service Level Requirement

D. Underpinning Contract

Correct Answer: A

QUESTION 3

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 4

The ISO/IEC 20000 standard requires that service reports are produced using information based on service delivery and SMS activities.

How are these service reports used?

A. as input to financial management in order to determine charges for the service

B. as the basis for making management decisions and taking actions based on findings

C. to compare the performance of the Service desk with service targets

D. to present a professional image of the company

Correct Answer: B

QUESTION 5

In many organizations, management tasks or parts of those tasks are performed t>y third parties. Agreements are made with these parties that are expressed in contracts.

What are these contracts called?

A. Service Level Agreements (SLAs)

B. Operational Level Contracts

C. Service Contracts

D. Underpinning Contracts

Correct Answer: C

[Latest EX0-115 Dumps](link)   [EX0-115 Study Guide](link)   [EX0-115 Exam Questions](link)