

EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

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 2

What characteristic do the ISO/IEC 27001 and ISO/IEC 20000 standards have in common?

- A. A focus on Information security management above all other processes
- B. Consistent implementation of the PDCA cycle
- C. Control of information assets in a Configuration management database (CMDB)
- D. The possibility of increasing business success by means of a self-assessment process

Correct Answer: B

QUESTION 3

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 4

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions

- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 5

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

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