

EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

What is the difference between a process owner and a process manager?

- A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process
- B. a process owner is a director and a process manager is a manager
- C. a process owner must have a Manager's Certificate and a process manager must have a Practitioner's certificate
- D. a process owner will work directly with business leadership and the process manager only works within IT

Correct Answer: A

QUESTION 2

What is a Configuration Baseline?

- A. A benchmark of the service provider's capability
- B. A configuration audit report
- C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
- D. The change requests allocated to a release

Correct Answer: C

QUESTION 3

What is a valid reason for an IT service provider to adopt and implement the ISO/IEC 20000 standard?

- A. To adopt an integrated process approach to manage services
- B. To adopt IT governance
- C. To adopt an international standard on Information security management
- D. To adopt the best practices of IT service management

Correct Answer: A

QUESTION 4

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 5

What is used for the assessment of maturity of organizations?

- A. CMMI®
- B. CobIT™
- C. ITIL®
- D. MOF

Correct Answer: A

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