

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

IT Service Management Foundation based on ISO/IEC 20000

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**QUESTION 1**

What is required for an implementation of IT Service Management to be successful?

- A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation
- B. Buy-in specifically from the levels in the organization which will be operationally involved in IT Service Management activities
- C. The appointment of a specialist department responsible for the development of the process structures
- D. The involvement and commitment of personnel at all levels in the organization from operational staff to top management

Correct Answer: D

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**QUESTION 2**

What are the key contents of a Service management system (SMS)?

- A. a software system for the ticket system
- B. a software system to monitor the Key performance indicators (KPIs)
- C. definition of corporate measures to achieve the required level of quality
- D. systematic processes for ticket recording and follow-up only

Correct Answer: C

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**QUESTION 3**

Which of the documents below should be available as evidence of Service management planning and operations?

- A. an Ishikawa (Fishbone) diagram
- B. policies and plans for service compliance
- C. risk and impact checklists
- D. work instructions for storage monitoring

Correct Answer: B

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**QUESTION 4**

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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**QUESTION 5**

When planning a quality approach to the Service management system, what needs to be considered to ensure on-going compliance with the service providers corporate objectives / requirements?

- A. Any processes and policies defined by the company
- B. IT service management best practices
- C. The budget available to allocate resources
- D. The time to update the process documentation

Correct Answer: A

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**QUESTION 6**

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services?

- A. Availability Management
- B. Incident Management
- C. Service Desk
- D. Service Level Management

Correct Answer: C

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**QUESTION 7**

A Release policy needs to be documented and agreed. What must be included in the Release policy?

- A. an analysis of the success or failure of
- B. Releases Requests For Change (RFCs)
- C. the frequency and type of Releases
- D. the Release dates

Correct Answer: C

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**QUESTION 8**

A company includes the principle of continual improvement of the Service management system (SMS) in their Service management plan.

What evidence would be gathered to demonstrate continual improvement?

- 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 annually
- D. Perform a service provider evaluation

Correct Answer: A

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**QUESTION 9**

Which process is responsible for registering the relationships within the IT infrastructure?

- A. Asset Management
- B. Change Management
- C. Configuration Management
- D. Release Management

Correct Answer: C

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**QUESTION 10**

Quality Management Systems can assist organizations in enhancing what?

- A. Customer satisfaction
- B. ISO/EC 20000
- C. Relationship with third parties
- D. Supplier satisfaction

Correct Answer: A

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**QUESTION 11**

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management

- B. Change Management
- C. Incident Management
- D. Problem Management

Correct Answer: B

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## QUESTION 12

What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem
- C. the name of the person who approves the Request for Change (RFC)
- D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Correct Answer: A

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## QUESTION 13

When implementing a new version of an application both Change management and Release management are involved.

What is the responsibility of the Change management process here?

- A. Change management has the implementation and installation task in this phase.
- B. Change management plays a coordinating role in this phase.
- C. Change management must check whether the new application functions properly.
- D. Change Management draws up the Request for change (RFC) in this phase.

Correct Answer: B

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## QUESTION 14

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

Correct Answer: A

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## QUESTION 15

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

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