

EX0-115^{Q&As}

IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Why is a Service management system required?

- A. To deliver a fit for purpose service that is aligned to the agreed customer requirements
- B. To guarantee that Service levels will be met in all circumstances
- C. To manage the financial costs of service delivery according to agreed budgets
- D. To satisfy the needs of legislative requirements across the world

Correct Answer: A

QUESTION 2

One of the responsibilities of Release Management is to ensure that the master copies of software are stored in a secure location.

What is the name of this location?

- A. Capacity Database
- B. Configuration Management Database (CMDB)
- C. Definitive Software Library (DSL)
- D. Software Distribution Library

Correct Answer: C

QUESTION 3

What is a valid description of an IT service?

- A. A service as defined in the Service catalogue
- B. A service that is deemed critical by the customer
- C. Something of value delivered using IT, that is provided to a customer
- D. Strategic support provided to a customer

Correct Answer: C

QUESTION 4

What is the contribution of Availability Management to the Service Level Management process?

- A. Availability Management provides information about the availability of the services being provided.
- B. Availability Management acts in consultation with users to determine the availability of IT services.
- C. Availability Management supplies data about the availability requirements of users.
- D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Correct Answer: A

QUESTION 5

Through which process does the implementation of a new or changed service, 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

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