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**Vendor:**EXIN

**Exam Code:**EX0-115

**Exam Name:**IT Service Management Foundation  
based on ISO/IEC 20000

**Version:**Demo

**QUESTION 1**

When should the final closure of an Incident record be completed?

- A. When all relevant information for classification and routing has been entered.
- B. When the Incident has been dispatched outside the Service desk department.
- C. When the Incident is solved and normal operation is restored.
- D. When the user or customer has been given the opportunity to confirm that the service is restored.

Correct Answer: D

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**QUESTION 2**

What other process is tightly related (e.g., share activities) to Business relationship management?

- A. Availability management
- B. Release and deployment management
- C. Service level management
- D. Service reporting

Correct Answer: C

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**QUESTION 3**

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

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

Correct Answer: C

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**QUESTION 4**

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 5**

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management (SLM) require input?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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#### **QUESTION 6**

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 7**

In many organizations, management tasks or parts of those tasks are performed by third parties. Agreements are made with these parties that are expressed in documents.

What are these documents called?

- A. Service level agreements (SLAs)
- B. Operational level agreements (OLAs)
- C. Service contracts

D. Underpinning contracts (UCs)

Correct Answer: C

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**QUESTION 8**

What is a Known Error?

- A. A serious incident whose resolution is known
- B. A Problem that is resolved
- C. A Problem for which the cause and Workaround have been identified
- D. A Problem that cannot be matched

Correct Answer: C

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**QUESTION 9**

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 10**

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

Correct Answer: C

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**QUESTION 11**

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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#### **QUESTION 12**

Through which process does the implementation of new or changed services, 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