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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

What is known as a temporary solution that enables the user to continue working?

- A. Known Error
- B. Request For Change (RFC)
- C. Service Request
- D. Workaround

Correct Answer: D

QUESTION 2

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

QUESTION 3

Different types of events are reported to the Service Desk. Which event is an incident?

- A. Information about the rollout of a specific application
- B. A notification that a new toner cartridge has just been installed in a printer
- C. A report that the printer is not working
- D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 4

What has to be included in a well defined process?

- A. Expected outcomes
- B. Functions
- C. Statistical support
- D. Timelines

Correct Answer: A

QUESTION 5

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

QUESTION 6

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Correct Answer: C

QUESTION 7

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

QUESTION 8

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 9

Deming proposed a system of continuous improvement.

Which four activities does this system involve?

- A. Plan. Do. Check and Act
- B. Plan. Do. Evaluate and Act
- C. Plan. Perform. Audit and Improve
- D. Plan. Perform. Evaluate and Act

Correct Answer: A

QUESTION 10

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

- A. Capacity Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

Correct Answer: A

QUESTION 11

Which process includes the responsibility of recovering the service as quickly as possible?

- A. Availability Management
- B. IT Service Continuity Management
- C. Incident management

D. Problem Management

Correct Answer: C

QUESTION 12

What is the definition of IT Service Management?

- A. An organization supplying services to one or more customers
- B. Best practice guidance for operating services
- C. Requirements for delivering service based upon best practices
- D. Specialized organizational capabilities providing value to customers

Correct Answer: D

QUESTION 13

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

QUESTION 14

What does the term "Integrity" mean in the context of Information Security Management?

- A. Protecting the information against unauthorized use
- B. Monitoring the access to information
- C. The accuracy, completeness and correctness of the information
- D. Screening the support staff on their loyalty to the IT organization

Correct Answer: D

QUESTION 15

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

QUESTION 16

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

QUESTION 17

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases
- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

Correct Answer: B

QUESTION 18

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

- A. A developed application
- B. A Configuration Item
- C. A Service
- D. A deployed infrastructure

Correct Answer: B

QUESTION 19

What defines Service Quality'?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

Correct Answer: C

QUESTION 20

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

QUESTION 21

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

QUESTION 22

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 23

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 24

What is mandatory to define in the incident management procedures?

- A. The escalation of incidents
- B. The implementation of emergency changes
- C. The recording of deficiencies in the configuration management database (CMDB)
- D. The recording of problems

Correct Answer: A

QUESTION 25

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

QUESTION 26

What can be improved by achieving quality objectives?

- A. Effectiveness of the service
- B. Personal satisfaction of the Configuration Manager
- C. Relationship with interested suppliers
- D. Relationship with unauthorized parties

Correct Answer: A

QUESTION 27

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 28

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded

- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider
- D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 29

The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

- A. After the breach
- B. Before the breach
- C. During service reporting
- D. Never

Correct Answer: B

QUESTION 30

What is the aim of an internal audit?

- A. To ensure and improve one's own quality capability
- B. To instruct all employees that quality-related requirements must be observed
- C. To monitor employee performance
- D. To verify whether the defined key performance indicators (KPIs) are actually determined

Correct Answer: A

QUESTION 31

When improving the IT Service Management system, what needs to be considered to ensure on-going compliance with the service provider's corporate objectives / requirements?

- A. A competitor's process management system
- B. Any standards defined by the company itself
- C. The budget available to Human Resources
- D. The time to update the process documentation

Correct Answer: B

QUESTION 32

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 contracts.

What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

Correct Answer: C

QUESTION 33

What is an ISO/EC 20000 requirement relating to the service management plan?

- A. It must be available in at least one hard copy and approved
- B. It must include the documented procedures specified by the standard
- C. It must include the scope of the organization's service management plan

D. It must never include any know-how of the organization

Correct Answer: D

QUESTION 34

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

QUESTION 35

What is a function of processes?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities

Correct Answer: B

QUESTION 36

Which statement with regard to Information Security Management is true?

- A. Information Security Management to specifically focus on managing Information Security effective within all information systems.
- B. Management with appropriate authority shall approve an Information Security policy.
- C. Security Incidents need to be reported and recorded immediately in line with the Problem Management procedure.
- D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

QUESTION 37

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative

Correct Answer: B

QUESTION 38

Which process has the goal to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

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

Correct Answer: D

QUESTION 39

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources.

Which process or function is responsible for this activity?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Desk

Correct Answer: A

QUESTION 40

Input from other Service Management processes is required to keep the IT service continuity plan current

Which process has the most to contribute?

- A. Change management
- B. Availability management
- C. Financial management for IT services
- D. Problem management

Correct Answer: A

QUESTION 41

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

QUESTION 42

What is the objective of a Management System?

- A. to define, agree, record and manage levels of services
- B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

Correct Answer: D

QUESTION 43

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

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