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EX0-115 Exam

IT Service Management Foundation based on ISO/IEC 20000

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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

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

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

Answer: C

Question: 4

What has to be included in a well defined process?

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

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

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

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

Answer: A

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