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 supping 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

EnsurePass.com Members Features:

1. Verified Answers researched by industry experts.
2. Q&As are downloadable in PDF and VCE format.
3. 98% success Guarantee and **Money Back** Guarantee.
4. Free updates for **180** Days.
5. **Instant Access to download the Items**

View list of All Exam provided:
http://www.ensurepass.com/certfications?index=A

To purchase Lifetime Full Access Membership click here:
http://www.ensurepass.com/user/register

Valid Discount Code for 2015: JREH-G1A8-XHC6

To purchase the HOT Exams:

Cisco		CompTIA		Oracle	VMWare	IBM
100-101	640-554	220-801	LX0-101	1Z0-051	VCAD510	C2170-011
200-120	200-101	220-802	N10-005	1Z0-052	VCP510	C2180-319
300-206	640-911	BR0-002	SG0-001	1Z0-053	VCP550	C4030-670
300-207	640-916	CAS-001	SG1-001	1Z0-060	VCAC510	C4040-221
300-208	640-864	CLO-001	SK0-003	1Z0-474	VCP5-DCV	RedHat
350-018	642-467	ISS-001	SY0-301	1Z0-482	VCP510PSE	EX200
352-001	642-813	JK0-010	SY0-401	1Z0-485		EX300
400-101	642-832	JK0-801	PK0-003	1Z0-580		
640-461	642-902			1Z0-820		

Guaranteed Success with EnsurePass VCE Software & PDF File