

DUMPS ARENA

IT Service Management Foundation based on
ISO / IEC 20000

Exin EX0-115

Version Demo

Total Demo Questions: 10

Total Premium Questions: 136

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

The effects of a disaster on IT services can be severe. Measures should be taken to prevent, detect, prepare for and mitigate these effects.

Which process is responsible for taking these measures?

- A. Availability management
- B. Information security management
- C. Service continuity management
- D. Service level management

ANSWER: C

QUESTION NO: 2

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

ANSWER: C

QUESTION NO: 3

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

ANSWER: B

QUESTION NO: 4

What is an attribute of a Configuration item (CI)?

- A. An attribute provides information about the CI involved.
- B. An attribute is a CI that provides information to the processes.
- C. An attribute is a software package.
- D. An attribute is a label that is attached to a machine.

ANSWER: A

QUESTION NO: 5

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

ANSWER: C

QUESTION NO: 6

The Service Desk of supplier X continuously receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs.

What is this advice an example of?

- A. Known Error
- B. Problem
- C. Workaround
- D. Request for Change

ANSWER: C

QUESTION NO: 7

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

ANSWER: B

QUESTION NO: 8

What is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

ANSWER: A

QUESTION NO: 9

Which factor partly determines the priority of an Incident?

- A. the category
- B. the impact
- C. the requisite resources
- D. the wishes of the customer

ANSWER: B

QUESTION NO: 10

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

ANSWER: A