

## Exin

## **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	e working?
A. Known Error	
B. Request For Change (RFC)	
C. Service Request	
D. Workaround	
	Answer: D
	Allower
Question: 2	
Through which process does the implementation of new or changed se	ervices, 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	
b. 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 pr	rinter
C. A report that the printer is not working	
D. A request for the installation of a new bookkeeping package	
	Answer: C
	Answer: C
Question: 4	
Question: 4	
What has to be included in a well defined process?	
what has to be included in a well defined process:	
A. Expected outcomes	
B. Functions	
C. Statistical support	
D. Timelines	
2cincs	
	Answer: A

Question: 5	
What would increase the amount of detail in the Configuration Manager	ment Database (CMDB)?
A. Increasing the scope of the CMDB B. Increasing the number of attributes of each Configuration Item (CI) in C. Increasing the number of records in the CMDB D. Increasing the use of the CMDB	the CMDB
·	Answer: B
Question: 6	
One of the activities of Problem Management is the analysis of historic held in the Configuration Management Database (CMDB) in order to aspect of Problem Management accomplishes this?  A. Error Control B. Identification of root causes C. Proactive Problem Management D. Problem Control	
.1101	Answer: C
Question: 7	
Quality Management Systems can assist organizations in enhancing wha	t?
A. Customer satisfaction B. ISO/EC 20000 C. Relationship with third parties D. Supplier satisfaction	
	Answer: A

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