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IT Service Management Foundation based on ISO / IEC 20000

Exin EX0-115

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Introduction to IT Service Management	20
Topic 2, The Service Management System	29
Topic 3, Service Management Processes	104
Topic 4, ISO/IEC 20000 Certification	2
Total	155

QUESTION NO: 1

What triggers a re-test of the Service continuity and availability plans?

A. a major change to the service environment

B. a major disaster having occurred

C. significant periods of unplanned non-availability

D. six months having passed since the last test

ANSWER: A

Explanation:

a major change to the service environment is correct because continuity and availability plans are only dependable when their assumptions, procedures, technical dependencies, recovery arrangements, and contact information reflect the current live service. A major environmental change—such as a significant infrastructure redesign, relocation, new hosting arrangement, substantial application change, or altered supplier dependency—can affect recovery times and the ability to restore agreed service levels. Re-testing after such a change provides evidence that the amended arrangements still work in practice and that service continuity and availability requirements can be met. This aligns with the ISO/IEC 20000 service-management approach of planning, controlling, evaluating, and continually improving services as their environment changes. It also reflects the business-continuity principle that exercises and tests must remain current when significant changes affect continuity capabilities. The test should validate the updated plan under realistic conditions, identify any gaps, and ensure outcomes are recorded and used to improve the service-management system. See the ISO/IEC 20000-1:2018 standard overview and ISO's business continuity management guidance.

QUESTION NO: 2

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

ANSWER: B

Explanation:

"Compliance with a requirement" is correct because, in standards terminology, conformity means that a specified requirement has been fulfilled. A requirement may originate from an international standard, a legal or regulatory obligation, a customer agreement, or an organization's own documented policy or process. In an ISO/IEC 20000 service-management context, conformity is assessed by determining whether the service management system and its supporting processes meet the applicable requirements of the standard and the organization's defined obligations. Evidence of conformity can include documented procedures, records, monitoring results, audit evidence, and observed implementation of controls. Conformity is therefore about meeting the requirement itself; it is not limited to certification, auditing activities, or a supplier check. ISO defines conformity as the "fulfilment of a requirement" in its terminology resources, which is the basis for consistent use of the term across management-system standards. This definition supports objective assessment during internal audits and external certification audits: auditors evaluate whether relevant requirements are fulfilled based on verifiable evidence. See the ISO 9000 Online Browsing Platform and the ISO overview of ISO/IEC 20000 IT service management.

QUESTION NO: 3

When planning a quality approach to the Service management system, what needs to be considered to ensure on-going compliance with the service providers corporate objectives / requirements?

A. Any processes and policies defined by the company

B. IT service management best practices

C. The budget available to allocate resources

D. The time to update the process documentation

ANSWER: A

Explanation:

Any processes and policies defined by the company is correct because the service management system must operate within, and support, the service provider's overall organizational direction. A quality approach is not designed in isolation: it needs to incorporate the organization's established policies, governance controls, process requirements, and stated objectives. These provide the criteria against which service-management activities can be planned, controlled, measured, reviewed, and continually improved. Aligning the service management system with company-defined processes and policies helps ensure that service delivery remains consistent with corporate requirements as the organization evolves. It also provides clear management accountability and enables evidence of conformity to be retained through documented controls, performance monitoring, internal review, and improvement actions. The ISO overview of the service-management standard emphasizes that an effective service management system supports delivery of value and the management of services in line with business needs. ISO's management-system principles also stress that policies and objectives establish the direction and framework for organizational activities. See ISO/IEC 20000-1:2018 overview and ISO management system standards.

QUESTION NO: 4

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

ANSWER: B

Explanation:

Any standards defined by the company itself must be considered because the service management system is intended to support the organization's own business context, objectives, governance arrangements, and applicable internal requirements. In ISO/IEC 20000-based service management, improvement is not an isolated exercise in making processes more efficient; it must remain aligned with the service provider's strategic direction and with the requirements that the organization has established for managing and delivering services. Corporate standards may define mandatory methods, controls, architectures, quality expectations, security practices, documentation conventions, or governance rules. Considering them when planning and implementing improvements helps ensure that changed processes and services continue to conform to the organization's management framework and contribute to intended outcomes. This alignment also provides a consistent basis for evaluating whether an improvement is effective, sustainable, and appropriate for the service provider. ISO describes ISO/IEC 20000-1 as specifying requirements for an organization to establish, implement, maintain, and continually improve a service management system; continual improvement therefore needs to operate within the organization's defined requirements and objectives. See ISO/IEC 20000-1:2018 and ISO's overview of IT service management.

QUESTION NO: 5

Why should an IT service continuity plan be tested?

A. To verify that recovery procedures and arrangements can meet agreed continuity requirements

B. To measure the daily workload of the Service Desk

C. To establish the priority of all service requests

D. To approve standard changes automatically

ANSWER: A

Explanation:

The correct answer is **to verify that recovery procedures and arrangements can meet agreed continuity requirements**. A continuity plan is only dependable when its recovery procedures, responsibilities, technical arrangements and communications have been exercised. Testing can reveal gaps, obsolete information, insufficient resources or dependencies that would prevent recovery within the agreed timeframe.

Test results should be reviewed and used to update the plan and related arrangements where necessary. Testing is not intended to demonstrate that a service will never fail; it provides evidence that the organization is prepared to recover services following a major disruption. ISO/IEC 20000-1 requires continuity arrangements to be tested at planned intervals and after significant changes. See ISO/IEC 20000-1:2018.

QUESTION NO: 6

Which type of escalation is used when an Incident requires more specialized technical knowledge?

A. Functional escalation

B. Hierarchical escalation

C. Customer escalation

D. Release escalation

ANSWER: A

Explanation:

Functional escalation is correct because it transfers an incident to a support group with the specialist skills, authority or technical knowledge required to investigate and resolve it. For example, a service desk may escalate an incident to an application, network or database support team.

Hierarchical escalation is used when management attention, authority or additional resources are needed, often because of business impact or risk of a service-level breach. Defining escalation criteria and procedures supports timely restoration of service. See ISO/IEC 20000-1:2018.

QUESTION NO: 7

According to ISO/IEC 20000-1, the use of suppliers to provide aspects of the Service Management processes is acceptable.

What level of the supply chain must the service provider manage?

A. All relationships between lead and subcontracted suppliers

B. Only the relationship between the lead supplier and service provider

C. Only as agreed in the contracts between the various parties

D. Only the subcontractors as the lead supplier is integral to the service delivery and self-managing

ANSWER: B

Explanation:

Only the relationship between the lead supplier and service provider is correct. ISO/IEC 20000-1 permits a service provider to use external suppliers for elements of service management and service delivery, while retaining accountability for meeting its service-management commitments. The provider must therefore establish and manage an effective relationship with each supplier with which it contracts directly, including defined requirements, responsibilities, controls, performance expectations, communication arrangements, and review mechanisms.

Where that direct supplier acts as a lead supplier and uses subcontractors, the service provider's practical management boundary is its relationship and contract with the lead supplier. The lead supplier is responsible for controlling the subcontracted elements it chooses to use and for ensuring that those elements support the agreed service requirements. The service provider must ensure its agreement with the lead supplier gives it sufficient assurance that subcontracting will not compromise the service, including appropriate reporting, governance, and escalation arrangements. Accountability for the customer-facing service remains with the service provider even when supplier activities are delegated.

ISO describes the standard and its service-management requirements at ISO/IEC 20000-1:2018. Further supplier-management context is available from BSI's ISO/IEC 20000-1 overview.

QUESTION NO: 8

What is a valid reason for an IT service provider to adopt and implement the ISO/IEC 20000 standard?

A. To adopt an integrated process approach to manage services

B. To adopt IT governance

C. To adopt an international standard on Information security management

D. To adopt the best practices of IT service management

ANSWER: A

Explanation:

To adopt an integrated process approach to manage services is a valid reason because ISO/IEC 20000 establishes requirements for a service management system that plans, designs, transitions, delivers, and improves services through coordinated and controlled processes. Rather than treating activities such as incident handling, change control, service-level management, supplier management, and continual improvement as isolated tasks, the standard promotes their management as an integrated system. This enables the provider to consistently meet agreed service requirements, manage interfaces and dependencies between processes, monitor performance, and drive improvement based on evidence. ISO describes ISO/IEC 20000-1 as specifying requirements for an organization to establish, implement, maintain, and continually improve a service management system, supporting effective delivery of services to customers and other interested parties. The process-based service management system also gives an organization a structured, internationally recognized basis for demonstrating its service-management capability. See the ISO/IEC 20000-1 standard overview and ISO's ISO/IEC 20000 service management overview.

QUESTION NO: 9

What is the purpose of management review within a Service Management System?

A. To evaluate the continuing suitability, adequacy and effectiveness of the Service Management System

B. To assign all Incidents to the Service Desk

C. To approve each individual release

D. To update the Configuration Management Database (CMDB)

ANSWER: A

Explanation:

To evaluate the continuing suitability, adequacy and effectiveness of the Service Management System is correct because management review enables top management to consider performance information, audit results, customer feedback, nonconformities, risks, opportunities and improvement actions. The review provides a formal basis for decisions on changes, resources, priorities and continual improvement.

Management review is broader than reviewing individual incident records or approving a single change. It evaluates whether the service management system remains capable of achieving its intended outcomes and supporting organizational objectives. ISO/IEC 20000-1 requires top management to review the service management system at planned intervals. See ISO/IEC 20000-1:2018.

QUESTION NO: 10

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

Explanation:

Service quality is defined by the extent to which a service fulfils agreed customer requirements and expectations. In an ISO/IEC 20000 service management context, quality is not merely a technical measurement; it reflects whether the service consistently delivers the outcomes, utility, and assurance that the customer has specified or reasonably expects. These requirements are normally captured through service level agreements, service specifications, contracts, and the organization's service management processes. Quality therefore needs to be assessed from the customer's perspective as well as through measurable service targets, such as availability, capacity, continuity, security, and responsiveness. Meeting stated customer requirements and expectations is correct because it expresses the core quality principle: conformance to requirements combined with customer perception of the delivered service. ISO describes quality as the degree to which a set of inherent characteristics fulfils requirements, a definition that directly supports this interpretation in service management. ISO/IEC 20000 establishes requirements for planning, designing, delivering, monitoring, and improving services so that agreed service requirements are met consistently. See the ISO 9000 quality definition and the ISO/IEC 20000-1 service management standard.

QUESTION NO: 11

What is the main objective of Availability Management?

A. To ensure that services can meet agreed availability requirements

B. To ensure that all incidents are resolved by the Service Desk

C. To ensure that all services have identical support hours

D. To ensure that service costs are charged to customers

ANSWER: A

Explanation:

The main objective is **to ensure that services can meet agreed availability requirements**. Availability Management plans, measures, monitors and improves the availability of services and their supporting components. It considers factors such as reliability, maintainability, serviceability, resilience and the effect of planned and unplanned downtime.

Availability Management provides information that Service Level Management can use to evaluate achievement against availability targets. It is distinct from IT Service Continuity Management, which focuses on recovery from major disruption.

ISO/IEC 20000-1 requires availability-related service requirements to be managed as part of service delivery. See ISO/IEC 20000-1:2018.

QUESTION NO: 12

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

A. constant quality

B. incorporating technological innovations

C. innovating the way services are provided

D. methodological order based on best practices

ANSWER: A

Explanation:

“constant quality” is correct because dependable, repeatable service quality is central to the value an IT service provider delivers to customers. IT services are experienced continuously through availability, performance, support interactions, security, and the ability to meet agreed service levels. Maintaining the same expected quality across these interdependent elements is difficult because services depend on people, processes, suppliers, technology components, changing demand, and ongoing changes to the service environment. ISO/IEC 20000 addresses this challenge by requiring an organization to establish, implement, maintain, and continually improve a service management system so that services consistently meet agreed requirements. In practice, constant quality is supported through defined service-management processes, measurable objectives, monitoring, incident and problem management, control of changes, and continual improvement. The objective is not merely to deliver a service once, but to provide reliable outcomes over time despite operational variation and business change. This makes consistent quality both a fundamental expectation of customers and a demanding management objective. See the ISO/IEC 20000-1 standard overview and ISO’s IT service management overview.

QUESTION NO: 13

A recent request for a new phone has been received. The request has all necessary approvals but when the service provider places the order with the vendor, the phone is now out of stock and new stock is not due for two weeks. This delay will breach the agreed fulfillment time.

What action should a service provider perform if a service request cannot be fulfilled within the agreed timeframes?

A. Cancel the request and inform the customer

B. Escalate according to procedures

C. Find a new vendor who has the request phone

D. Nothing, the service provider cannot control stock levels of the supplier

ANSWER: B

Explanation:

Escalate according to procedures is correct because service request management must monitor requests against their agreed fulfilment targets and ensure that exceptions are handled through defined escalation paths. Once the provider knows that the phone cannot be supplied within the committed timeframe, it must invoke the documented escalation procedure. This ensures the appropriate people can assess the impact, communicate the expected delay to the customer, consider authorised alternatives, and make any required decisions while retaining accountability for the request. Escalation is not merely a reaction to a technical failure; it is a control for any situation in which agreed service commitments are at risk or cannot be met.

ISO/IEC 20000-1 requires an organisation to establish and operate processes for service delivery and to manage service requests in a controlled manner, including meeting agreed service requirements and addressing deviations. A supplier stock

issue may be outside the provider's direct control, but the provider remains responsible for managing the customer-facing service commitment and its consequences. Documented procedures, clear communications, and timely escalation help maintain service quality and provide information for later review and improvement. See ISO/IEC 20000-1:2018 on the ISO website and ISO's overview of IT service management.

QUESTION NO: 14

What is the main purpose of a Service Level Requirement (SLR)?

A. To document the customer's requirements for a service

B. To record actual service performance

C. To define the supplier's contractual obligations

D. To authorize a change to a service

ANSWER: A

Explanation:

To document the customer's requirements for a service is correct because a Service Level Requirement captures the customer's needs and expectations before the service levels are agreed. It provides input to the design, negotiation and definition of a Service Level Agreement. An SLR is not itself the agreement with the customer, nor is it a contract with a supplier. It describes the required service outcomes, such as availability, support hours, response times and capacity needs, that the service provider should consider when establishing the service.

ISO/IEC 20000 requires service requirements to be agreed, documented and managed so that services can be delivered and evaluated against defined expectations. See ISO/IEC 20000-1:2018.

QUESTION NO: 15

What is used for the assessment of maturity of organizations?

A. CMMI®

B. CobIT™

C. ITIL®

D. MOF

ANSWER: A

Explanation:

CMMI® is used to assess organizational maturity because it provides a structured framework for evaluating how consistently an organization defines, manages, measures, and improves its processes. CMMI, originally developed for process improvement and appraisal, describes progressive maturity levels that indicate the extent to which processes are institutionalized across the organization. An appraisal can therefore identify the organization's current maturity level and provide a basis for prioritizing measurable process-improvement activities. In an IT service management context, this is useful because reliable service delivery depends on repeatable, controlled, and continually improved processes rather than on individual effort or informal practice. The maturity concept distinguishes ad hoc process performance from processes that are managed, defined organization-wide, quantitatively understood, and optimized. CMMI's appraisal approach supports an evidence-based assessment of process capability and maturity, enabling organizations to benchmark their improvement position and establish a practical improvement roadmap. This directly matches the question's focus on assessment of organizational maturity. Further information on the model and its use for performance improvement is available from ISACA's CMMI overview and ISACA's CMMI resources.