EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

Which processes should the Plan, Do, Check, Act methodology be applied to?

A. all of the processes within the scope

B. the Planning and Implementing Service Management process

C. the Requirements for a Management System process

D. those that support business critical services

Correct Answer: A

QUESTION 2

Why is it important that the Service Desk attempts to link an Incident to a Known Error?

A. because this is part of the IT Service Management model

B. because this means the incident can be resolved more quickly

C. because this allows incidents to be better tracked

D. because otherwise Problem Management cannot work

Correct Answer: B

QUESTION 3

What is meant by the Urgency of an Incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the time needed by IT Services to resolve the incident

D. the relative importance of the incidents when handling them

Correct Answer: A

QUESTION 4

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

A. to be able to charge to the correct users of the service

B. to be able to provide reports to management

C. to prevent repetitive occurrence of Incidents

D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 5

Which of the following is a best practice concerning information security risk assessment?

A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.

B. Information security risk assessments should be performed as a result of the review of every incident.

C. Information security risk assessments should be performed at agreed intervals and be maintained duringchanges.

D. Information security risk assessments should be performed once a year.

Correct Answer: C

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