

EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

QUESTION 2

Which of the following activities in the Problem Management process is related to the Change Management process?

- A. identifying Problems
- B. classifying Problems
- C. correcting Problems
- D. investigating a solution

Correct Answer: C

QUESTION 3

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

Correct Answer: C

QUESTION 4

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 5

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

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