

EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

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

Correct Answer: B

QUESTION 2

Through which process does the implementation of new or changed services, 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

Correct Answer: B

QUESTION 3

What is the definition of IT Service Management?

- A. An organization supplying services to one or more customers
- B. Best practice guidance for operating services
- C. Requirements for delivering service based upon best practices
- D. Specialized organizational capabilities providing value to customers

Correct Answer: D

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

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

A. Availability Management

B. Change Management

C. Incident Management

D. Problem Management

Correct Answer: B

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