EX0-114 ^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management

B. Incident management

C. Information security management

D. Release management

Correct Answer: C

QUESTION 2

What is the contribution of Availability Management to the Service Level Management process?

A. Availability Management provides information about the availability of the services being provided.

B. Availability Management acts in consultation with users to determine the availability of IT services.

C. Availability Management supplies data about the availability requirements of users.

D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

Correct Answer: A

QUESTION 3

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

A. A chronological training record for each individual

B. A record of all future training courses for each employee

C. An overview of all personal details per employee

D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 4

When can the building and testing of a Change begin?

A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board

B. As soon as there is a correct network plan for the change

C. As soon as the Request for Change (RFC) has been formally authorized

D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

QUESTION 5

What are the key contents of an IT Service Management system?

A. A documented organizational and operational structure

B. A software system for the ticket

C. A software system to monitor the key performance indicators (KPIs)

D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 6

Input from other Service Management processes is required to keep the IT service continuity plan current. Which process has the most to contribute?

A. Change management

B. Availability management

C. Financial management for IT services

D. Problem management

Correct Answer: A

QUESTION 7

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 8

The success and failure of Releases shall be measured. What is included in these measurements?

A. The frequency and types of Releases

B. The Incidents related to a Release in the period following a Release

C. The Release dates

D. The Request for Change (RFC)

Correct Answer: B

QUESTION 9

What is the aim of an internal audit?

A. To ensure and improve one\\'s own quality capability

B. To instruct all employees that quality-related requirements must be observed

C. To monitor employee performance

D. To verify whether the defined key performance indicators (KPIs) are actually determined

Correct Answer: A

QUESTION 10

A company decides to apply the principle of continual improvement. Which action would result from this decision?

A. Analyze and evaluate the existing situation to identify areas for improvement

B. Analyze customer satisfaction and identify resulting actions

C. Review the Service Management System at least annual

D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 11

A Release policy needs to be documented and agreed. What must be included in the Release policy?

A. an analysis of the success or failure of

B. Releases Requests For Change (RFCs)

C. the frequency and type of Releases

D. the Release dates

Correct Answer: C

QUESTION 12

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 13

While planning for service improvements, what is an important best practice to consider?

A. Service improvement targets should be measurable, linked to business objectives and documented in aplan.

B. The progress of service improvement should be discussed at least weekly in the steering committee.

C. The progress should be monitored closely by an independent project manager to maintain objectivity.

D. The service improvement targets should not change until the target is reached, or else no consistency ismaintained

Correct Answer: A

QUESTION 14

What may define the scope of Service Management in the Service Management plan?

A. the location of the services

B. the number of staff

C. the size of the infrastructure

D. the specific processes undertaken

Correct Answer: A

QUESTION 15

What is known as a temporary solution that enables the user to continue working?

A. Known Error

B. Request For Change (RFC)

C. Service Request

D. Workaround

Correct Answer: D

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