100% Money Back Guarantee

Vendor:EXIN

Exam Code:EX0-114

Exam Name:IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

Version: Demo

QUESTION 1

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 2

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 3

What is the objective of a Management System?

A. to define, agree, record and manage levels of services

B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services

C. to ensure that new services and changes to services will be deliverable and manageable at the agreed costand services quality

D. to provide the policies and the framework that is needed for the effective management and implementationof all IT services

Correct Answer: D

QUESTION 4

Which statement below is not a purpose of Supplier Management procedures?

A. That business transactions between all parties are recorded

B. That information on the performance of all suppliers can be observed and acted upon

C. That it is made clear that the supplier cannot subcontract part of the delivered services to the ServiceProvider

D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 5

Documentation is a substantial part of the evidence for Service Management What is a best practice relating to documentation?

A. Documentation should be kept at least five years for auditing purposes.

B. Documentation should be protected from damage due to IT related disasters.

C. Documentation should be stored at a central place and be only accessible via procedures

D. Documentation should refer to the requirements of ISO/EC 20000 for audit purposes.

Correct Answer: B

QUESTION 6

What does the term "Integrity" mean in the context of Information Security Management?

A. Protecting the information against unauthorized use

B. Monitoring the access to information

C. The accuracy, completeness and correctness of the information

D. Screening the support staff on their loyalty to the IT organization

Correct Answer: D

QUESTION 7

Quality Management Systems can assist organizations in enhancing what?

A. Customer satisfaction

B. ISO/EC 20000

C. Relationship with third parties

D. Supplier satisfaction

Correct Answer: A

QUESTION 8

One of the responsibilities of Release Management is to ensure that the master copies of software are stored in a secure location. What is the name of this location?

A. Capacity Database

B. Configuration Management Database (CMDB)

C. Definitive Software Library (DSL)

D. Software Distribution Library

Correct Answer: C

QUESTION 9

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 10

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

QUESTION 11

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

Correct Answer: B

QUESTION 12

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