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Exam : **EX0-114**

Title : IT Service Management
Foundation Bridge based on
ISO/IEC20000

Version : Demo

1.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 during changes.
- D. Information security risk assessments should be performed once a year.

Answer: C

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

Answer: A

3.Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

- A. Incident Management
- B. Problem Management
- C. Service Desk Service
- D. Level Management

Answer: C

4.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

Answer: C

5.What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem
- C. the name of the person who approves the Request for Change (RFC)
- D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Answer: A

6.What is the difference between a process owner and a process manager?

- A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process

- B. a process owner is a director and a process manager is a manager
- C. a process owner must have a Manager's Certificate and a process manager must have a Practitioner's certificate
- D. a process owner will work directly with business leadership and the process manager only works within IT

Answer: A

7. Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

- A. constant quality
- B. incorporating technological innovations
- C. innovating the way services are provided
- D. methodological order based on best practices

Answer: A

8. What is used for the assessment of maturity of organizations?

- A. CMMI
- B. CobITTM
- C. ITIL
- D. MOF

Answer: A

9. 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

Answer: B

10. What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Answer: C