

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 is a Configuration Baseline?

- A. A benchmark of the service provider's capability
- B. A configuration audit report
- C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
- D. The change requests allocated to a release

Correct Answer: C

QUESTION 2

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 3

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Desk

Correct Answer: A

QUESTION 4

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 5

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

QUESTION 6

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

QUESTION 7

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services?

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

Correct Answer: C

QUESTION 8

What is used for the assessment of maturity of organizations?

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

Correct Answer: A

QUESTION 9

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

Correct Answer: C

QUESTION 10

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 a plan.
- 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 is maintained

Correct Answer: A

QUESTION 11

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 12

What is a function of processes?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities

Correct Answer: B