EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

The Service Desk of supplier X continuous receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re- installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

A. Known Error

B. Problem

C. Workaround

D. Request for Change

Correct Answer: C

QUESTION 2

What is the purpose of CobiTTM?

A. to provide a high level process model that organizes a broad range of IT activities

B. to provide a set of detailed practices on how to implement processes and is therefore well suited as aprocess implementation tool

C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley(SOX) requirements

D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 3

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 4

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 5

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

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