



EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

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

Correct Answer: B

QUESTION 2

The Service Desk of supplier X continuously 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 3

The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

- A. After the breach
- B. Before the breach
- C. During service reporting
- D. Never

Correct Answer: B

QUESTION 4

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 5

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

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