



EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced atleast annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 2

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 3

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 4

What can be improved by achieving quality objectives?

- A. Effectiveness of the service



- B. Personal satisfaction of the Configuration Manager
- C. Relationship with interested suppliers
- D. Relationship with unauthorized parties

Correct Answer: A

QUESTION 5

What is meant by the Urgency of an Incident?

- A. the degree to which the solution of an incident tolerates delay
- B. the degree to which the incident gives rise to a deviation from the normal service level
- C. the time needed by IT Services to resolve the incident
- D. the relative importance of the incidents when handling them

Correct Answer: A

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