



EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is a parameter for measuring progress relative to key objectives in an organization?

- A. Balanced Scorecard (BCS)
- B. Critical Success Factor (CSF)
- C. Key Performance Indicator (KPI)
- D. Service Improvement Program (SIP)

Correct Answer: C

QUESTION 2

Which process is responsible for registering the relationships within the IT infrastructure?

- A. Asset Management
- B. Change Management
- C. Configuration Management
- D. Release Management

Correct Answer: C

QUESTION 3

What is the objective of the service reporting process?

- A. to document measures taken to manage information security effectively within all service activities
- B. to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of incidents
- C. to produce agreed, timely, reliable, accurate information to aid decision making and effective communication
- D. to provide progress reports on the planning and implementation of service management

Correct Answer: C

QUESTION 4

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management



- B. Change management
- C. Incident management
- D. The senior management representative

Correct Answer: B

QUESTION 5

In the context of standards, what does the term "conformity" stand for?

- A. Alignment of an audit nonconformity report to a re-audit report
- B. Compliance with a requirement
- C. Quality Management System certification by an approved body
- D. Verification of supplier certification

Correct Answer: B

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