

EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

Documentation is a substantial part of the evidence for Service Management. What is a best practice relating to documentation?

- A. Documentation should be kept at least five years for auditing purposes.
- B. Documentation should be protected from damage due to IT related disasters.
- C. Documentation should be stored at a central place and be only accessible via procedures.
- D. Documentation should refer to the requirements of ISO/IEC 20000 for audit purposes.

Correct Answer: B

QUESTION 2

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

QUESTION 3

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 4

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement

- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 5

What may define the scope of Service Management in the Service Management plan?

- A. the location of the services
- B. the number of staff
- C. the size of the infrastructure
- D. the specific processes undertaken

Correct Answer: A

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