

EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What does Service Management aim to achieve?

- A. to exceed expectations at all times based on solid processes followed rigidly at all times
- B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times
- C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer
- D. to provide well-defined processes and measures, by which the Service Management organization can ratetheir quality for the customer

Correct Answer: C

QUESTION 2

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in aplan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency ismaintained

Correct Answer: A

QUESTION 3

What is the objective of a Management System?

- A. to define, agree, record and manage levels of services
- B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed costand services quality
- D. to provide the policies and the framework that is needed for the effective management and implementationof all IT services

Correct Answer: D

QUESTION 4

What is required for an implementation of IT Service Management to be successful?

- A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation
- B. Buy-in specifically from the levels in the organization which will be operationally involved in IT Service Management activities
- C. The appointment of a specialist department responsible for the development of the process structures
- D. The involvement and commitment of personnel at all levels in the organization from operational staff to top management

Correct Answer: D

QUESTION 5

What is the objective of the Security Management process?

- A. to manage information security effectively for critical services only
- B. to manage information security effectively for IT staff
- C. to manage information security effectively relating to the financial administration of service activities
- D. to manage information security effectively within all service activities

Correct Answer: D

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