

EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is the purpose of CobiTTM?

- A. to provide a high level process model that organizes a broad range of IT activities
- B. to provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
- C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley(SOX) requirements
- D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 2

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Correct Answer: C

QUESTION 3

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider's corporate objectives / requirements?

- A. A competitor's process management system
- B. Any standards defined by the company itself
- C. The budget available to Human Resources
- D. The time to update the process documentation

Correct Answer: B

QUESTION 4

What must be included in a well defined Process structure?

- A. expected results
- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

QUESTION 5

What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem
- C. the name of the person who approves the Request for Change (RFC)
- D. the names of persons who are authorized to implement Changes in the Configuration ManagementDatabase (CMDB)

Correct Answer: A

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