

EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

What is used for the assessment of maturity of organizations?

- A. CMMI?
- B. CobITTM
- C. ITIL?
- D. MOF

Correct Answer: A

QUESTION 2

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 3

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 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

What is an ISO/EC 20000 requirement relating to the service management plan?

- A. It must be available in at least one hard copy and approved
- B. It must include the documented procedures specified by the standard
- C. It must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

Correct Answer: D

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