



# EX0-114<sup>Q&As</sup>

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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### QUESTION 1

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

- A. Capacity Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

Correct Answer: A

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### QUESTION 2

What must be included in a well defined Process structure?

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

Correct Answer: A

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### QUESTION 3

What defines Service Quality?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

Correct Answer: C

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### QUESTION 4

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 cost and services quality
- D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

Correct Answer: D

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#### QUESTION 5

What does the term "Integrity" mean in the context of Information Security Management?

- A. Protecting the information against unauthorized use
- B. Monitoring the access to information
- C. The accuracy, completeness and correctness of the information
- D. Screening the support staff on their loyalty to the IT organization

Correct Answer: D

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