



EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

Which process is responsible for registering the relationships within the IT infrastructure?

- A. Asset Management
- B. Change Management
- C. Configuration Management
- D. Release Management

Correct Answer: C

QUESTION 2

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 3

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 Management Database (CMDB)

Correct Answer: A

QUESTION 4

Which statement with regard to Information Security Management is true?

- A. Information Security Management to specifically focus on managing Information Security effective within



all information systems.

- B. Management with appropriate authority shall approve an Information Security policy.
- C. Security Incidents need to be reported and recorded immediately in line with the Problem Management procedure.
- D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

QUESTION 5

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

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