



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

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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**QUESTION 1**

Different types of events are reported to the Service Desk. Which event is an incident?

- A. Information about the rollout of a specific application
- B. A notification that a new toner cartridge has just been installed in a printer
- C. A report that the printer is not working
- D. A request for the installation of a new bookkeeping package

Correct Answer: C

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**QUESTION 2**

When can the building and testing of a Change begin?

- A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board
- B. As soon as there is a correct network plan for the change
- C. As soon as the Request for Change (RFC) has been formally authorized
- D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

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**QUESTION 3**

What would increase the amount of detail in the Configuration Management Database (CMDB)?

- A. Increasing the scope of the CMDB
- B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB
- C. Increasing the number of records in the CMDB
- D. Increasing the use of the CMDB

Correct Answer: B

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**QUESTION 4**

What is a parameter for measuring progress relative to key objectives in an organization?

- A. Balanced Scorecard (BCS)
- B. Critical Success Factor (CSF)



- C. Key Performance Indicator (KPI)
- D. Service Improvement Program (SIP)

Correct Answer: C

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#### QUESTION 5

Which processes should the Plan, Do, Check, Act methodology be applied to?

- A. all of the processes within the scope
- B. the Planning and Implementing Service Management process
- C. the Requirements for a Management System process
- D. those that support business critical services

Correct Answer: A

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