



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

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded
- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the ServiceProvider
- D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

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 ManagementDatabase (CMDB)

Correct Answer: A

QUESTION 4

Which of the following activities in the Problem Management process is related to the Change Management process?

- A. identifying Problems



- B. classifying Problems
- C. correcting Problems
- D. investigating a solution

Correct Answer: C

QUESTION 5

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

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