EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

Pass EXIN EX0-114 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/ex0-114.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

What is the objective of the Security Management process?

A. to manage information security effectively for critical services only

B. to manage information security effectively for IT staff

C. to manage information security effectively relating to the financial administration of service activities

D. to manage information security effectively within all service activities

Correct Answer: D

QUESTION 2

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

QUESTION 3

What are the key contents of an IT Service Management system?

A. A documented organizational and operational structure

B. A software system for the ticket

C. A software system to monitor the key performance indicators (KPIs)

D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 4

What has to be included in a well defined process?

A. Expected outcomes

B. Functions

C. Statistical support

D. Timelines

Correct Answer: A

QUESTION 5

Deming proposed a system of continuous improvement. Which four activities does this system involve?

A. Plan. Do. Check and Act

B. Plan. Do. Evaluate and Act

C. Plan. Perform. Audit and Improve

D. Plan. Perform. Evaluate and Act

Correct Answer: A