

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

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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What has to be included in a well defined process?

- A. Expected outcomes
- B. Functions
- C. Statistical support
- D. Timelines

Correct Answer: A

#### **QUESTION 2**

Which statement with regard to Information Security Management is true?

- A. Information Security Management to specifically focus on managing Information Security effective within allinformation 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 Managementprocedure.
- D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

#### **QUESTION 3**

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases
- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

Correct Answer: B

#### **QUESTION 4**

What is a purpose of ISO/IEC 20000?

A. to promote the adoption of an integrated process approach



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- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

#### **QUESTION 5**

What is used for the assessment of maturity of organizations?

- A. CMMI?
- B. CobITTM
- C. ITIL?
- D. MOF

Correct Answer: A

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