



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

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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### QUESTION 1

One of the responsibilities of Release Management is to ensure that the master copies of software are stored in a secure location. What is the name of this location?

- A. Capacity Database
- B. Configuration Management Database (CMDB)
- C. Definitive Software Library (DSL)
- D. Software Distribution Library

Correct Answer: C

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### QUESTION 2

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

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### QUESTION 3

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

Correct Answer: C

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### QUESTION 4

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement



- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

Correct Answer: A

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#### QUESTION 5

In many organizations, management tasks or parts of those tasks are performed by third parties. Agreements are made with these parties that are expressed in contracts. What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

Correct Answer: C

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