



# 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 activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Desk

Correct Answer: A

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#### QUESTION 2

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

- A. to be able to charge to the correct users of the service
- B. to be able to provide reports to management
- C. to prevent repetitive occurrence of Incidents
- D. to provide input to the Capacity Database

Correct Answer: C

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#### QUESTION 3

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative

Correct Answer: B

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#### QUESTION 4

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?



- A. A chronological training record for each individual
- B. A record of all future training courses for each employee
- C. An overview of all personal details per employee
- D. An overview of all possible training modules that match with competences

Correct Answer: A

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#### QUESTION 5

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Correct Answer: C

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